

Let the
good times
roll

Life at McDonald's - Employee
Handbook

Introduction



Who'd have thought back in 1974 that we'd introduce table service or a home food-delivery? We've been busy!

Welcome to McDonald's. We're here for a purpose - to make great food that makes our customers happy. And have fun while we do it!

We're so focused on making our customers happy that we want to become the UK's best-loved restaurant company. We arrived in the UK in the seventies and have continued to change to keep ahead of the game.

At McDonald's, the way we do things shapes who we are. We're all about being customer obsessed, and celebrating those special feel good moments with our customers and each other. And we're up for creating an even better McDonald's through living our great behaviours every day through the Vital Ingredients and by recognising great behaviour, helped by Food for Thoughts.

About your Employer

Whilst the name above the door may be McDonald's, you will be working for a Franchisee of McDonald's - Ismail Anilmis. Ismail started his career exactly where you have, in a restaurant as a crew member and now he successfully runs a large group of McDonald's restaurants.

On a day to day basis, you will see little difference working for a Franchisee as we sell all the same great products and follow the same procedures as all other McDonald's restaurants. The few differences that you may see are our company name - I & A Restaurants on your salary payment or on our policies, that we deal with all our HR and payroll practices in house through our People Managers and that we have the freedom to develop and promote people who meet our standards.

About this ehandbook

This ehandbook tells you what you need to know about working with us from your first shift onwards. It's a handy guide that gives you a heads-up on how we do things, the kind of support you can expect and what we expect from you in return.

The Working at McDonald's section is the best place to start. It covers all the basics including hours, shifts, uniforms and breaks. Moving through the other sections, you'll find useful information about everything from pay and benefits to training and development.

We take pride in our work and treat our customers, and each other, with respect - so there are rules for how we behave and what happens if we do something wrong. It's all explained on Workplace where all our company policies are signposted. Ask your Business Manager for your restaurants policies. Please read them carefully, so we're all clear about doing the right thing.

We know you'll be busy, so we've kept the detail to a minimum - pointing you to where you can find more information, get help or advice, or give your feedback.

We hope you'll find the ehandbook useful, it goes into more detail than your particulars of employment, so you should refer back to it throughout your time working with us. You never know when you might need to look something up! The ehandbook replaces any previous handbooks you may have seen. Some parts of the ehandbook are contractual, that means together with your contract of employment they are part of your terms and conditions. We will let you know which bits are. Look out for the yellow highlighted sections.

To keep up to date with the law or if we decide to introduce something new or do something differently we might make some changes to this ehandbook. We'll always let you know when this happens either through direct communication or through posters in the store.



Help us work better together!

To help us make this ehandbook better for your team members please suggest new sections, or changes that we may have missed.

We'll collectively review the changes and may include into future revisions.

Email: people_team@outlook.com

History

1974

The first restaurant opened in Woolwich, South East London in October.

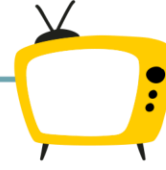
The head office was sited in Hampstead, North London.

1975

The first advertisement appeared on UK cinema screens.

1976

The first TV advertisement was broadcast.



1978

The head office was relocated to Edgware Road, London.

1986

Drive-thru restaurants opened in Fallowfield (Manchester), Dudley, Neasden (London) and Coventry.

The 200th restaurant opened in Ipswich.

The first franchisee-operated restaurant opened in Hayes, Middlesex.

Happy Meals were introduced to the UK for the first time.

1984

McDonald's became the first UK quick service restaurant group to introduce nutritional information throughout the country for the benefit of customers.

Chicken McNuggets were introduced to the menu.



1983

The 100th restaurant opened in Market Street, Manchester.

1982

Breakfast was introduced to the menu. The head office was relocated to its current site at East Finchley, North London.

1988

CFCs ceased to be used in all McDonald's foam packaging.

The 300th restaurant opened in Dagenham.

1989

RMCC (Ronald McDonald Childrens Charity) was registered as an independent charity, this later became known as RMHC (Ronald McDonald House Charities).

The Manchester regional training centre opened.

The McChicken Sandwich was introduced to the menu.



1990

The first Ronald McDonald House opened at Guy's Hospital, London.

1991

The 400th restaurant and first in Northern Ireland opened in Belfast.



1995

The 600th restaurant opened at Woodall motorway service area (M1).

McDonald's became the Official Restaurant of the FA Premier League.

1994

McDonald's celebrated 20 years of serving in the UK.

1993

The second Ronald McDonald House opened at Alder Hey Children's Hospital, Liverpool.

The 500th restaurant opened in Notting Hill Gate, London.



1992

McDonald's opened in a railway station at Liverpool Street, London.

1996

McDonald's increased its commitment to football as a major sponsor of Euro '96.

The Vegetable Deluxe was introduced nationwide.

The 700th restaurant opened at the Trocadero at London's Piccadilly Circus.



1997

The 800th restaurant opened at London's former County Hall.

1998

McDonald's was recognised as an Investor in People.



2002

McDonald's became The FA's 'Community Partner' to create 10,000 new football coaches for children across the UK over the next four years.

2001

Sir Geoff Hurst was appointed as McDonald's Director of Football.

2000

McDonald's UK launched its website - www.mcdonalds.co.uk.

The McFlurry ice-cream dessert was launched.



1999

McDonald's celebrated its 25th anniversary in the UK.

2003

McDonald's introduced the new Fruit Bag to the menu.



2004

October saw the launch of a series of additions to the breakfast menu including Oatso Simple porridge and bagels.

McDonald's launched Wifi access in around 500 restaurants across the UK.



2005

McDonald's introduced a number of new Happy Meal choices and provided parents with easy-to-use nutritional information by meal option rather than individual item.

At the RSPCA Alternative Awards McDonald's was recognised for its commitment to improving animal welfare in the fast food sector.



2007

McDonald's started using organic semi-skimmed milk from UK dairies in all of its teas, coffees, Happy Meal milk bottles and porridge.

McDonald's UK started serving Rainforest Alliance coffee.

Petition to change the definition of "McJob" in the OED with 105,000 signatures including from high profile worlds of business, education and retail.

McDonald's named as one of first three employers in the UK to gain awarding body status, meaning it will be able to train UK staff up to A Level equivalent.

McDonald's started serving Rainforest Alliance tea.

McDonald's announced that apprenticeships will be made available to all of its employees, giving its people the opportunity to gain a nationally recognised qualification equivalent to five GCSEs grade A*-C.

McDonald's UK launched its Open Farms programme with an event held at the Olympic Park in East London, including farmers that currently form part of McDonald's Supply Chain.

McDonald's became a founding member of Keep Britain Tidy's 'Love Where You Live Campaign'.

2006

Steve Easterbrook was appointed as McDonald's UK President and Chief Executive Officer.

McDonald's new career and lifestyle website ourlounge launched.

2012

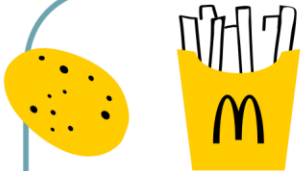
McDonald's UK launched Farm Forward, its programme to support British and Irish farmers.

McDonald's achieved 6th position in "The Sunday Times 25 Best Big Companies to Work for".

McDonald's became the first high street restaurant to switch to 100% RSPCA Assured pork across the entire menu.

McDonald's launched the Happy Readers campaign to put millions of popular books into the hands of families.

McDonald's launched Quality Scouts, an ambitious campaign inviting members of the public to trace the supply chain journey of its most iconic products and report back on what they found



2015

In January, McDonald's launched a campaign to champion the value of soft skills, working with James Caan CBE and a coalition of employers and business groups.

In September, McDonald's UK announced it would use 100% British potatoes for its fries.

McDonald's trialled the new Signature Collection, a gourmet burger range.

McDonald's invited YouTubers behind the scenes of the supply chain to bust myths about the quality of our food, starting by taking Doug Armstrong behind the scenes of the beef supply chain.

2014

McDonald's celebrated 40 years in the UK, using the milestone to launch Serving the UK, a new campaign to show how McDonald's has contributed £40bn to the UK economy and supported countless suppliers, employees and communities.

Launch of Free Fruit Fridays to encourage millions of children to eat and enjoy 5-a-day.

Launch of the new Better Play football programme building on work to raise the standards at grassroots clubs.

McDonald's began rolling out Experience of the Future restaurants which include new technologies such as self-service kiosks to enhance the in-store experience for customers.



2016

McDonald's celebrated 10 consecutive years of growth in the UK.

McDonald's launched a campaign celebrating the benefits of a multigenerational workforce.

McDonald's launched Follow Our Foodsteps, a campaign that harnesses the power of virtual reality to open up the supply chain UK CEO Paul Pomroy pledges to create 5,000 new jobs by the end of 2017.

2017

McDonald's celebrated 11 consecutive years of growth in the UK and employs over 115,000 people across 1,270 stores.

McDonald's announces trials of McDelivery in April the business also begins rapid rollout of click-and-collect app.

McDonald's announces rollout of both fixed and flexible contracts to all its UK employees by the end of the year.

Experience of the Future reaches critical mass with 900 restaurants transformed.

The Signature Collection rollout continues at pace, now available in over 900 restaurants.



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Contractual

Sections highlighted in yellow are contractual.

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Working at McDonald's

Welcome to life at McDonald's. Whether you've just joined us, or you've been with us a while and need a quick reboot, this section has all the basic information you'll need to find your way at work.

It tells you what to expect when you first start. And it will help you later on, if you need a reminder about what happens at performance reviews or how your uniform should look. It's all covered here.

You can also read about the hours you want to work - whether you prefer guaranteed minimum hours every week or a more flexible arrangement that fits in with your lifestyle.

There's a lot more information on Workplace from Meta, our site for you. Once logged in you'll be able to see the latest McDonald's news, top up your training, and find all sorts of exclusive deals and discounts. Always keep your log in details to yourself: they are unique to you.

We'll also keep you in touch with the latest news and developments in your restaurant, and the wider company, through regular team meetings and newsletters.

What's in this section?

- When you're new
- Our Values
- Our Vital Ingredients
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Your first 12 weeks after the day you start are a chance for us to try out working together. We call them your 'probationary period'. Remember to check out the Vital Ingredients - to move on successfully, we'll expect you to show that you've created a great experience for our customers and the rest of your team members!

You'll have a review with your manager at the end of your probationary period. If we really think things aren't going to work out, we can ask you to leave at any time during these 12 weeks. If you don't think it's for you then discuss with your manager.

When you're new

So you've gone through our interview process, you've signed your particulars of employment and you're finally here. When you first start at McDonald's, you'll be given lots of help and advice. You'll be invited to a welcome meeting with your people manager (currently online due to Covid Restrictions) - where you'll meet other new starters, find out about eLearning on key topics, and get your uniform. You'll also be given a journal called 'The Little Book of Welcome'. This has loads of information and practical activities to support you in your first few weeks.

How you'll learn

You'll be trained how to do things by other team members, a crew trainer or the managers. If you don't know how to do something - just ask! Remember, everyone was new once! You can also use our eLearning modules whenever you need to on Campus.

Our Values

At McDonald's our values drive our culture and shape our beliefs, our priorities and our actions. They influence the decisions we make, how we treat one another and how we show up as a brand to the world. Our culture is how our values come to life every day with members of our McFamily. We all have a role in building a culture in which our values are at the centre of what we do. Serve, Inclusion, Community, Integrity & Family - The values as words are important, but our actions are bigger than words.

Our Vital Ingredients

The Vital Ingredients help us focus on the right things to do for each other and for our customers. They're how we give every customer a great experience every time they visit. Your managers will use these to think about your work and so should you!



Visit Workplace UK or Campus for a quick reminder of those all-important Vital Ingredients and what you can do to deliver them at work.

Starting your shift

Make sure you arrive for your shift on time as you'll need to clock-in, get changed into your uniform and get settled.

Don't be late - you'll make things hard on your team members who are waiting to go home or due for a break. If you really can't help being late, please call the restaurant and let us know as soon as you can but at least two hours ahead of time.



How to clock in and out

Clocking in and out affects how much you get paid. When you start work, when you leave and before and after your breaks, you must key in your clock in number.

No one is allowed to clock you in or out on your behalf. If you forget to clock in or make a mistake, tell a manager immediately. Abuse or misuse of clock cards will always be treated very seriously.

Your uniform and appearance

We take pride in how we look to our customers, so it's important to always wear a clean uniform at work and take care about your appearance. That doesn't mean you have to cramp your style - it's just about being neat and presentable, and making sure that we follow important rules about hygiene.

Before you start, we'll give you at least two full sets of uniform in your size if you can work one or two shifts - and three (or more!) sets if you're working three or more shifts a week. We want you to keep your uniform for work only. So come to the restaurant in your own clothes and change when you arrive.

Feeling proud of what you wear to work - and comfortable wearing it - plays a big part in delivering an excellent service to each and every one of our customers. That's why our uniform range was designed with input from team members.

It's your responsibility to keep your uniform clean and ironed. If it starts looking shabby due to age or normal wear and tear, we will give you a new one free of charge. Don't make any alterations to it without checking first. (Obviously feel free to turn the trousers up if they are too long as we don't want you tripping up!).

Personal hygiene

Everyone who works for us is expected to have clean hair, to bathe or shower regularly, and use deodorant. Your hands and fingernails should be clean, and your nails should be no longer than the tips of your fingers. Just like other food companies, we don't allow false nails, nail varnish or nail art to be worn by anyone working in our restaurants. You can wear perfume or aftershave if you want to, but it shouldn't be too strong or overpowering.

Team member's uniform you'll get from us

- Hat
 - Shirt
 - Apron
 - Trousers
 - Belt
 - Badge
 - Optional jacket
- if you're on the drive-thru



You'll need to wear your own comfortable black shoes. Just like your uniform, these should be clean and in good condition and protect your feet so not made of cotton material. It wouldn't be sensible to wear anything open-toed or with heels. You'll be on your feet for most of your shift, so your shoes should be comfy and have good grips. Whilst we understand that trainers are comfortable, they don't grip on our tiled floors and therefore are not suitable for work.

Religious headscarves, hijab or turbans

We respect our employees' beliefs and allow religious headscarves or turbans. Your headscarf or turban should be clean and dark in colour, and it should not have frayed edges, tassels or beads that could get trapped in kitchen equipment or fall into food.

Tattoos

Tattoos (including henna designs) that are visible while wearing your uniform, are allowed as long as they are not likely to cause offence. No sexually explicit, discriminatory or political images or slogans!



Hair, makeup and beards

Your hair must be neat and tidy - and it must be kept under your hat away from your face and close to your head. If you have long hair, keep it tied back and use a hair net. You can wear makeup if you want to, but don't go overboard - and false eyelashes are not to be worn at work.

It's important that you feel comfortable at work and can express your individuality, but at the same time we are a food business, serving many customers every day. For that reason, we need to provide guidance on facial hair.

Beards, moustaches and sideburns are OK but we ask that they are short, neat, tidy and clean. For food handlers, i.e., employees working in the kitchen, on fries or dedicated to the beverage cell, you must wear an approved beard net/snood.

For non-food-handlers, if your beard cannot be trimmed for genuine religious, cultural or medical grounds you must also wear a beard snood. If you can't cover your beard completely, then it is not allowed.

Jewellery and piercings

You can wear a plain wedding ring while you're working, but no other jewellery is allowed - we don't want anything to get caught in restaurant equipment or to trap dirt and become a food safety risk. So, no watches, small badges or tooth jewellery, and no visible piercings either (including ear, tongue, eyebrow or nose piercings). It isn't okay to cover new or existing piercing with plasters or similar.

Religious symbols can be worn - as can medical identity bracelets or necklaces - but wear them in a way that does not present a risk to food safety, for example, wear them under clothing or secure them under clear gloves. Daith and Tragus piercings can be worn subject to it being medically approved by your doctor. You'll need to show evidence of this approval to your manager.

Your personal belongings

Make sure you keep your personal belongings locked securely away while you're working. You can use one of the lockers in the crew room. We don't allow employees to carry cash at work - so put any money you're carrying in the locker until the end of your shift. We'd advise you not to bring things like jewellery or mobile phones to work as we can't take responsibility for them. But if you do, make sure they're locked away. Always clear your locker out when you go home and leave it open so people on the next shift can use it. It isn't okay to have your mobile phone with you whilst working your shift.

Your food breaks



Your break time depends on the length of your shift (see [Your Wellbeing](#)). On an average shift, you'll get a break of 45 minutes. We'll try to make sure your break comes in the middle of your shift.

Free meals are non-contractual, (see [Your Benefits](#)). When you are working, you're allowed a free meal, prepared by us. Your manager will tell you how much you can get. Free food and drinks are for you only. You can't treat your family or friends.

Drinks breaks



Your manager will normally allow you to take short drink breaks during your shift. You don't have to clock out but you do have to check with your manager first before taking the break.

If you're unwell

If you're not well enough to work, get in touch with your manager at least two hours before you're due to start or as soon as you can. When you come back to work, you'll have a back-to-work meeting with your manager to check that you're ok.

If you suddenly come down with diarrhoea, vomiting or a fever on your shift, stop work immediately. You have to by law. And the last thing anyone wants is for you to pass it on to someone.

Your hours and breaks

Depending on the hours you're contracted to work, you'll see the shifts when we need you on MySchedule (your online work schedule). The schedule will be posted in enough time for you to plan your week ahead. Please check out your schedule on MySchedule.

We won't normally ask you to work more than 45 hours in a week. If we do, it will be a maximum of 48 hours unless you're under 18 in which case the maximum hours you can work is 40 hours per week. You can have a flexible contract and choose your hours or you can choose to apply for a Guaranteed Minimum Hours Contract that will give you the same number of minimum hours every week.

Guaranteed Minimum Hours Contracts

A Guaranteed Minimum Hours Contract (GMHC) means that you are scheduled to work a guaranteed minimum number of hours in a working week. At the moment, we offer Guaranteed Minimum Hours Contracts of between 4 and 30 hours. You can still work extra shifts, but these extra hours won't be guaranteed week after week. No other terms and conditions change if you sign up.

Guaranteed hours don't suit everyone, but we know that some of our people want certainty about the number of hours they will work and the amount they'll be paid each week. If you want to move from a Flexible Hours Contract, you can ask your manager for a Guaranteed Minimum Hours Contract application form to fill in and hand it back.

Sometimes things happen which are outside of our control or which affect our ability to provide a normal service to our customers, such as a need to temporarily close a restaurant or change our opening hours. So, if there is ever an occasion where there is a reduced need for you to work on a temporary or permanent basis, or something else which affects normal working, on reasonable notice we shall be entitled to lay you off or reduce your hours for such period as we shall decide. When this happens, you won't be required to work and you won't be paid, or your working hours will be reduced as we see fit and your pay will be reduced accordingly. Depending on the circumstances you may have a statutory right to a guaranteed payment.

This is only relevant if you are on a Guaranteed Minimum Hours Contract.

We're also open to people changing their Guaranteed Minimum Hours Contract to a Flexible Hours Contract - You can ask your manager for a Variation of hours form and we will consider your application.

For more details on a Guaranteed Minimum Hours Contract visit Workplace.

Keeping your details updated

Keeping all your personal details updated is important so you don't have any issues with your pay and us keeping in touch with you.

MyStuff 2.0 is where you need to go to update any changes, below are common mistakes to avoid when updating any changes.

Your Name: Use the preferred name option to show the name that you would like to be known as and let your manager if this is different from the name you applied with. The name section should show the same details as the ID you provided when you applied.

Your date of birth: Check the date, month & year of birth are correct.

Your National Insurance Number: This is important as it entitles you to benefits etc. Your number is unique to you.

Your home address & postcode: If you move house you'll need to change this straight away so we can keep in touch if needed. You should also tell HMRC by visiting www.gov.uk/tell-hmrc-change-of-details

Your email address: This is the main way we'll get in touch with you, the email address needs to be unique to you as sharing email addresses isn't allowed.

Your bank details: Getting paid correctly is important to you so making sure your account number and sort code are correct, if you ever switch your account don't forget to update it by the Saturday before you get paid.

Emergency contacts: In case we need to get in touch with your parents or partner make sure you update your emergency contact name, relationship & their contact no.

Flexible hours

If you're on a Flexible Hours Contract, your hours of work will vary. Some weeks your hours will be increased or reduced depending on how busy the restaurant is and how many crew are scheduled to work.

If you'd like to have greater certainty about the hours you'll work each week, you can apply for a Guaranteed Minimum Hours Contract.

Read more about how to apply by visiting Workplace.

Working nights

Working nights gives a better rate of pay. Night work means working shifts with at least three hours between 11pm-6am, and you can only do it if you're over 18. Every 12 months you'll receive a night workers assessment on MyStuff 2.0. You decide if you want to complete the assessment. You can also request an enhanced assessment - speak to your manager if you would like more information.

Working in other restaurants

We might ask you to work in another restaurant, for example to develop your skills or to help out during a busy time. If so, we'll try to make it as close to your home as possible and make sure it doesn't cost you any more to travel there.

If you would like to request a transfer to another restaurant due to your own personal circumstances, speak to your manager. Don't forget, if you are on a Guaranteed Minimum Hours Contract it won't transfer with you, but you can apply again in your new restaurant and have your application considered again.

Getting paid

Every other Thursday is payday. The pay period runs for two weeks from Monday to Sunday. Your wages will go directly into your bank or building society account on the following Thursday once we've calculated and processed your wages. This may move to a Friday during the Christmas period if the banks are closed during the payment week.

Your payslips

In MyStuff 2.0 your electronic payslip will show you all the hours you have worked. You'll have a new payslip every other Thursday, each time that you're paid. Payslips will stay in your MyStuff 2.0 for four full tax years before being removed.

Workplace from Meta

Workplace from Meta is the place to go for all kinds of information. It's updated every day, and gives you all of the most current and important news about McDonald's and your restaurant. You'll be able to check out the latest employee discounts, uniform updates and upcoming food promotions - and keep in touch with other members of our team. There are also loads of competitions with amazing prizes, quizzes and training videos to help you in your work. Take a look around to see what it's all about and join the 100,000 team members who visit the site each week!

How much you'll get paid

Most people earn our regular hourly rate (which you'll get for working between 6am and midnight). There's also a premium rate for people working between midnight and 6am.

Paying Tax and National Insurance

As you're working, you'll pay Tax and National Insurance if you earn over a certain amount a year. We'll deduct them automatically from your wages through a system called PAYE (Pay As You Earn), but it's up to you to check your payslip on MyStuff 2.0.

When you start, McDonald's gets information about the Tax and National Insurance you've paid this year through a tax form - either form P45 or the Starter Checklist. If you worked for another employer, they will have given you a P45 tax form when you left. There are three parts to it. Keep Part 1A and give your manager Parts 2 and 3. You have to fill in a Starter Checklist and answer questions about your student loan, if you have one, online when you join.

At the end of every tax year, you'll get a P60 form with a summary of all the payments you've made. This is available on MyStuff 2.0.

HMRC (HM Revenue & Customs) allows you to access your personal tax account on any device - desktop computer, tablet or smart phone. You can also do things like check to see what tax code you're on, and how your tax is calculated.

For more information on the HMRC website visit www.hmrc.gov.uk/courses/syob4/pta_guide/

Questions about your pay

We'll try our very best to make sure there aren't any problems with your pay. But if you think there are, you should talk to your manager first. If they can't help, please email your people manager people_team@outlook.com.

Keeping in touch

It's important that we are all up to date with the latest news and developments in our restaurants and across McDonald's. So we'll keep you in touch with regular communications - and give you plenty of chance to have your say and give feedback on anything to do with your work or the company.

Open door

You should always feel you can talk to your manager, whether you want to ask a question or raise an issue.

Love to Listen Meetup (L2LM)

Something on your mind? Come to one of our regular L2L Meetups. A paid meetup, to get it off your chest.



Bright Ideas

We're always looking to develop what we do, whether by making your life easier at work, or improving our customers' experience. So who better to ask what they think than the people who make the McDonald's world go around? Yes, we mean you! We know you're brimming with amazing ideas and we would love nothing more than to hear them. Find out more by visiting Workplace from Meta

Restaurant meetings

Every restaurant holds regular crew meetings to share information and feedback.

Team discussions

Your manager might hold a discussion to get your ideas on a particular issue or problem.

Employee survey

Our quarterly survey - Love to Listen, is another opportunity to have your say. Getting your feedback will help us improve things. We'll reach out in early autumn to see how you think we are doing.

WhatsApp Groups

The team members in your restaurant may have set up Whatsapp groups to stay connected. These groups are not overseen or managed by us and it is your choice if you want to join or not. If you join, check out our social media policy on Workplace /search/Social Media. Workplace should be used for messaging and posting information about your restaurant.

News Bites

News Bytes is our communication channel for all our people, where every week, good news stories are shared. This will recognise those who are going above and beyond to support each other and the communities that you operate in. This is also a good way of keeping our people up to date with the latest news from across the business. If you would like more information, or have a story to share, please get in touch with the team by emailing news.bites@uk.mcd.com

Intranet

We have a company intranet that's a great source of news, views and useful information. This is mainly used by our managers and office team members, but if you would like access, speak to your manager.

People Services Helpdesk / I & A People Managers

They can help if you have a problem accessing eLearning or your MyStuff account email peopleserviceshelpdesk@uk.mcd.com or call 0345 606 0321. As we are a franchised group if the problem is an issue with your pay or you want to report an issue in your store please email people_team@outlook.com as People Services Helpdesk can't advise on any issues internal to our group.

Your performance reviews

We want your time at McDonald's to work out for you and for us. Performance reviews are a really important way for us to make sure we're supporting you to do your best and for you to explore how you can develop for the future. When you first start with us you will have a probationary review after 12 weeks to check that everything is going well for both of us. You will then have a performance-related pay review with your manager every year.

For each performance review, we'll look at how you're doing in certain key areas such as teamwork and how your learning is going. Your manager will sit down with you and, together, you will talk things through. The review is a two-way process - your manager will comment on your performance and you'll be able to ask questions and make suggestions. We also want to stay in touch so may have a 'HIG' (How's it going?) chat with you in between performance reviews.

Performance reviews can make a real difference to your pay. We want to reward you for doing a great job, so you'll get a bigger pay rise if your reviews show you're doing well. Performance is measured using our Vital Ingredients behaviours.

Your pay and rewards

At McDonald's, we believe in rewarding our people for great work. As well as an excellent rate of pay, you can count on good working conditions and being treated with respect.

What's in this section?

- Your pay
- Paying tax and National Insurance
- Pay rises
- Extra pay, recognition and rewards

Your pay



Most team members earn our regular hourly rate (which you'll get for working between 6am and midnight). There's also a premium rate for people working between midnight and 6am. Not everyone is allowed to work at night. It depends on your age.

You'll need to have a bank or building society account we can pay your wages into every other Thursday. Your online payslip is available to view through your MyStuff 2.0 account. Once you have logged in, this is what your payslip looks like. If you need anything explaining, ask your manager. If you ever want to know your PAYE Ref and Tax Office phone number, you'll find them there too.

McDonald's Restaurants Ltd

Employee No.	Employee Name	Store/Dept No.	Pay Date	Pay Period
Your employee number	Your Name	Your Restaurant Number		
Bank Name	Pay Method	Sort Code	Account No.	
Your Bank Details	BACS	Your Bank Details	Your Bank Details	

NI Number	Your National Insurance number	Start Date	The date you started working for McDonald's
Tax Code	Your Tax Code	Holiday Entitlement	How many days you have accrued
Employers PAYE Ref	94/000000	Holiday Pay Accrued	How much Holiday Pay you have built up
Tax Office Phone No.	0209 289 2200	Taxable Gross YTD	YTD Earning before deductions

PAYMENTS				DEDUCTIONS		
Description	Hours	Rate	Payments	Description	Amount	Y.T.D.
Regular Hours				Current tax year earnings and deductions		
Premium Hours						
Total Pay:			(Pay before deductions)	Total Deductions:		
Message / Other Information				NET PAY		How much has been paid into your account

Questions about your pay

We'll try our very best to make sure there aren't any problems with your pay, but if you think there are, you should speak to your manager who will help to sort it out. If you need more help, you can email people_team@outlook.com this goes to one of our people managers who will be able to help you with your query. Please include details such as your full name, store number and a brief description of the issue.

If you are overpaid (which includes holiday pay, sick pay or notice pay) or owe us any money because of damage you have caused or you have lost company property, we can deduct this from your wages. Of course, we will tell you about this first and discuss it with you unless you it is a deduction of overpaid holiday pay which will be an automatic deduction on your final pay day.

Pay bands

Check out the crew room notices for the current rates of pay for your role. We know that pay is important so we regularly review our pay bands. There are minimum and maximum rates for all roles. If you've reached the maximum pay rate in your band, you will receive 50% of any award at performance review

Contractual

Sections highlighted in yellow are contractual.

Paying tax and National Insurance

All team members pay tax through a system known as PAYE. This stands for 'pay as you earn'. How much you have to pay depends on how much you earn and the tax code shown on your payslip. If you have to pay tax, this is worked out and paid before your wages are put into your bank or building society account. Some of the benefits we offer at McDonald's (for example, private medical cover) might change the amount of tax you need once you are eligible for this benefit. It is your responsibility to let the tax office know if there are any changes to your benefits.

National Insurance (NI) contributions are also taken care of before you get your wages. These go towards funding the NHS and benefits such as Maternity Allowance or the State Pension. How much you pay depends on how much you earn. You'll have received a NI number in a letter or card format from HM Revenue and Customs (HMRC), or it will be on a payslip from a previous employer. If you have lost your NI number, you should contact HMRC. You can either complete the online form on their website, or call the National Insurance enquiries helpline on **0300 200 3500**.

Pay rises

We want to reward you for doing a great job. We will tell you when you're doing well and also point out any opportunities you have to be even better. After your probationary period, you'll have a performance-related pay review once a year, and these reviews can make a difference to your pay. We pay for great performance so you get a bigger pay rise if your reviews show you're doing well. As well as earning more for doing a great job, your manager may discuss future promotion opportunities with you.

Pay increase percentage

PR Rating	% Increase
4 - Performance far exceeds job role	4.5%
3 - Performance meets job role	2.75%
2 - Performance sometimes fails to meet job	0%
1 - Performance consistently fails to meet job role	0%



Extra pay, recognition and rewards

Our people are the most important part of our business. We wouldn't be able to enjoy all of our successes without everyone working together to achieve our vision: to be the UK's best-loved restaurant company, constantly focusing on giving our customers great service. That's why we continue to review what we offer you, so it remains modern, relevant and competitive. If we do make any changes, we'll let you know.

Employee of the Month

If you impress your management team, you could be entered for Employee of the Month. Each year, 12 employees in each restaurant have the chance to win this award and a gift box of prizes. You simply need to impress your management team by showing that you can deliver a great experience for our customers and our people.

Employee of the Quarter

Four times a year, your management team will choose one employee who has done especially well in carrying out their duties in a brilliant way. This person will be your restaurant's 'Employee of the Quarter' and will be entered into a competition with those from other restaurants. Eventually, the overall winner will go on to compete to become McDonald's Employee of the Year - an award that is a great honour and comes with fantastic prizes!

Service Recognition Awards

We celebrate continuous service by awarding you with a bonus amount paid with your wages on the payroll after the anniversary of your start date. The amount you receive depends upon how long you've been with us:

5 years - £75

10 years - £200

15 years - £350

20 years - £500

25 years - £750

30 years - £1,000

35 years - £1,250

40 years - £1,500

45 years - £1,750

Want to know more?
Visit Workplace or speak
with your Business
Manager

Your development

At McDonald's, we believe in opportunity for everyone. If you want to learn, develop and further progress your career, we'll give you the chance - no matter how long you've been with us or how many hours you work.

We offer training and support to help you reach your potential, including a great apprenticeship programme. You'll earn while you learn and get nationally-recognised qualifications that can lead on to promotion - in no time at all, you could be on your way to becoming a Crew Trainer or Shift Manager.

Our Crew Development Programme also offers great opportunities, with courses that can help you towards promotions to Crew Trainer or Customer Experience Leader. Before you worked for us, you might have wondered what the stars meant on our badges. Stars represent different modules of training: Quality, Service, Cleanliness and Operational Excellence. Gaining all four stars shows that you have been trained in all areas of the restaurant. If you really shine, you could be fast-tracked into our Trainee Management Programme. More than half of our top executives started as team members- the sky's the limit.

Speak to your manager or go to My Learning and Development to find out what's on offer.

What's in this section?

- Apprenticeships
- Our Crew Development Programme
- Trainee Management Programme
- Performance reviews
- Your expenses



Apprenticeships

Our apprenticeship programme has something for everyone, whether you've just joined us or you're on your way to becoming a manager. It's a great way to gain new skills, knowledge and confidence that will develop you as an employee and a person.

You'll earn while you learn and get nationally-recognised qualifications, the equivalent of GCSEs and A-levels. With a McDonald's apprenticeship, you'll find the doors opening to faster career progression.

We offer a range of apprenticeships including:

Level 2 Hospitality Team Member Apprenticeship - equivalent to five GCSEs A* to C, or level 4-9. This is great if you haven't been with us that long. You'll learn more about the hospitality industry and gain important skills including planning and organisation, confidence when dealing with customers, decision-making and teamwork.

Level 3 Hospitality Supervisor Apprenticeship - equivalent to two A-levels. This is for more experienced employees looking to take on more responsibility. You'll develop your leadership skills, learn about operations and budgets, and how to manage and motivate people.

Degree apprenticeships - we also offer degree apprenticeships, which give you qualifications equivalent to a university degree. You'll learn through a mix of on-the-job training, classroom learning and online modules - gaining all the tools, training and support you need to become part of the next generation of outstanding McDonald's managers.

Want to find out more about apprenticeship programmes? Visit Workplace or have a chat with your Business Manager.

Our Crew Development Programme

Your training starts from day one. We'll teach you everything you need to know to do your job, from how to cook a burger to giving great service to our customers.

Once you've been fully trained in your role, you can look for courses that will help you move up in your work. For example, you could learn to be a Crew Trainer, a Customer Experience Leader. You'll get lots of help and support as well as tools, guides and materials to help you develop.

Trainee Management Programme

We're always looking out for restaurant employees who have the skills and enthusiasm to become senior managers. If you're committed to your development and serious about your career, we'll consider you for our Trainee Management Programme - more than 80% of our salaried managers have been promoted this way. Discuss with your manager if you'd like to progress.

Other opportunities with us in the UK

We want to attract, recruit and keep the best people in our business. So we'll encourage you to make the most of your talents and abilities. As well as all the great jobs in our restaurants, opportunities come up in our offices. You'll find our vacancies (both permanent and secondments) advertised on Workplace. Check these out and if you think you possess the right skills and experience, go ahead and apply!

Performance reviews

Every year, you'll have a performance review with your manager. This is a chance to chat through your progress and identify what you are doing well and support you with opportunities for development. They'll talk through your goals and objectives and help you make a training plan to achieve them.

Your expenses

When you are invited to attend training sessions, restaurant meetings or communication sessions away from your usual workplace, you will be paid. You will also be paid for any reasonable time spent travelling to and from these sessions or courses on top of the time you would normally have spent travelling to and from your restaurant. We'll only pay standard class train fares. Remember to keep receipts and tickets to claim your expenses. Talk to your manager who will help you claim.



Free meals whilst working

When you're working, you are allowed a free meal during your break. You'll need to check how this works in your restaurant with your manager. This isn't a friends and family offer: free food and drinks are just for you and you must have them in the restaurant. Free meals are for team members only and it's not okay to give to anyone or take without permission.

Your discounts

So you can make your hard earned cash go further, we've a discount site just for you! There's money off supermarket essentials, high street treats, big days out for less and dream holidays - these are just a few of the offers available to you. Check out Employee Discounts on MyStuff.

Discounts from over 1,600 companies

We've listed exclusive deals from over 1,600 companies. The site is updated regularly and fantastic new offers are added all the time. Make sure you check back regularly so you don't miss out!

Discounts at McDonald's

When you join us you'll have access to five great food offers via the My McDonald's app. To access the offers, simply download the MyMcDonald's app and register, using the email address you have listed on MyStuff 2.0.

Once you've downloaded the app and registered, the offers can take up to 24 hours to appear.

You'll get to see all the terms and conditions when you log in.

Find out more about special deals and discounts head to Workplace or MyStuff

Pay rises

Every year, you'll have a review with your manager, which can make a real difference to your pay. You'll get a bigger pay rise if your reviews show you're doing well.

Holiday pay

We want you to have a great balance in your life. So, you'll get 5 weeks and 3 days holiday (28 days) per holiday leave year (or the equivalent if you're part-time). Holidays will be pro-rata in your first year of working with us.

Go to your MySchedule to book your days off - we want you to take your holidays and get your holiday pay - we all need down time!

If you leave and you have taken more holiday than you are entitled to, this will be deducted on your final pay day or we will contact you to discuss how you will repay this overpayment.

Contractual

Sections highlighted in yellow are contractual.



Flexible scheduling

A good work/life balance is really important to your success inside and outside work. We all need time away from work to focus on things that matter to us. And sometimes, having a flexible schedule can make life that little bit easier. We will try to help if you want to move from guaranteed hours to working flexibly. You'll need to speak to a manager and complete a Variation of hours form, which will be fully considered.

If, for whatever reason, you've decided that a flexible approach to scheduling is better for you, you can still apply for a Guaranteed Minimum Hours Contract when the time is right for you.

Pensions

Retirement might seem a long time off, but it's important to save for later life through a pension at work. By law, we have to automatically enrol you into our NEST workplace pension if:

- you're not a member of another scheme
- you earn over the lower earnings level set at the beginning of each tax year
- you're aged 22 or over and
- you're under state pension age.

You can choose to contribute to the scheme from your own wages, if you want to; and we contribute too.

Current Auto Enrolment Contribution Levels are:

Employee 5% of Wages
Employer 3% of Wages
Effective 6th April 2019

There are various rules for our pension scheme - for example, what counts as 'pay'. Full details will be emailed to you by our automatic enrolment administrator.



Checking your NEST pension

If you want to know how much your pension plan is worth, you can log onto your NEST account online at any time. If you have not accessed your online account before, you will be required to register online via the NEST website:

Helpline: **0300 020 0090**

(8am-8pm Mon to Sun and 10am-4pm on bank holidays)

Website: **www.nestpensions.org.uk**

Email: **support@nestpensions.org.uk**

For more about the NEST pension plan, visit Workplace

Private medical cover

Once you have reached Shift Manager level, you're entitled to free membership to a private medical scheme currently run by AXA PPP Healthcare (subject to the rules of the scheme). You'll receive a pack telling you more. HMRC counts this membership as a 'benefit in kind', which means you may have to pay extra tax.

Doctor @ Hand

We know that our people are busy and booking a doctor's appointment can sometimes be a hassle. That's why, at McDonald's, once you become eligible to join our free medical cover (as stated above), we offer you the opportunity to see a GP whenever you want, wherever you are in the world! Doctor @ Hand offers you consultations by video or phone, 24/7, with a delivery of prescribed medications direct to your door! Check out **Your Wellbeing** section for more information.

Life assurance

You get free life assurance once you've been with us for a year - so your family would get a pay-out if you died while working for us. The cover is available for anyone under the age of 75 and is worth £4,000 in the first 3 years (subject to the rules of the scheme). This increases to £8,000 after three years of continual service.

Service Life Assurance Payment:

1-3 years	£4,000
Over 3 years	£8,000

Your holidays and other leave

We love our work at McDonald's - but we all need time away. For most of us, this will just mean using our normal holiday entitlement. There might be times, though, when you need time off for special reasons, and we have different sorts of leave that you can apply for.

We also offer support when you need time off for parenting or other reasons. You can take maternity, adoption and paternity leave, or share the leave between parents. If you've been with us for a year, you can also take up to 18 weeks' unpaid parental leave to look after a child up to their 18th birthday. And we'll consider your request if you want to change your hours and work flexibly to meet family commitments. If you need it, you can take compassionate leave for bereavement and time off or emergencies at home. We also support employees who need time off work for Carers leave, IVF, study leave, jury duty or military service.

What's in this section?

- Holidays
- Family friendly
- Work/life balance
- Special leave



Is there any time I should avoid?

There are times during the year when your restaurant will be particularly busy, like in December meaning that holiday requests may not be approved, so please take this into consideration when planning your breaks and be sure to give as much notice as possible.

Please check your holiday entitlement on MyStuff or on your payslip. It's your responsibility to book and take your holiday during the holiday year, if you do not do this you may lose your holiday days.

Holidays

You'll start to accumulate paid holiday entitlement when you join us. All hourly paid team members get 5 weeks and 3 days holiday every year or the equivalent if you're part time, which will run from your date of joining and will be pro-rata for your first year. This includes bank holidays. Talk to your manager first and make sure the dates you want are OK. Then book them on your MySchedule.

When can I take holidays?

You're responsible for making sure you take your holidays throughout the year. Your holiday leave year is April to March.

If you're in your first year of employment with us, you can only take paid holiday if you have accrued it e.g. someone working full time might be entitled to 7 days after 3 months, 14 days after 6 months etc., only achieving full annual entitlement on your first anniversary with us. You can take holiday before it is accrued, but it will be unpaid (and will not be deducted from your holiday entitlement).

If you've worked for us for more than 1 year, you can at any time request to take your holiday through MySchedule.

How much notice do I need to give?

Enough so we can plan and cover your work while you're away - usually a month or so for your main holiday, less if you're only taking a day or two. The same notice applies if you are taking unpaid leave.

Ask your manager for more information about your holiday entitlement.

What if I leave McDonald's?

You can't take holiday if you've handed in your notice but we will pay you for any holiday you haven't used. On leaving, you'll receive pay for any holiday you've accrued in the current holiday year but not taken, in your final pay. If you've taken more holiday than your accrued entitlement at the date your employment terminated, we will deduct the excess holiday pay from any payments due to you for each excess day or if we are unable to deduct from your pay we will contact you to confirm how you will repay the overpayment.

Family friendly

We offer various leave schemes to provide real benefits to help you balance work demands with family needs.



Maternity leave

We know that having a baby is an important and exciting time and we'll do our best for you if you're pregnant or a new mother. We support our new parents and from the moment you tell us your good news to when you give birth - and beyond. You can take up to a year of maternity leave to look after your child. We'll make sure you stay safe and healthy at work while you're expecting, and you can take paid time off to attend your ante-natal appointments.

Want to know more? Look at the policy and application form on Workplace, ask your manager or email people_team@outlook.com
Happy parenting!

Adoption or surrogacy leave

If you're planning on adopting, you can take up to a year of adoption leave to look after your child, just like maternity leave.

Want to know more? Look at the policy and application form on Workplace, ask your manager or email people_team@outlook.com

Paternity leave

If your partner is expecting - you'll know that having a baby or adopting a child is one of the biggest things that can happen in your life. We understand that you want to be there with your partner at the most important time - and we want to support you. As long as you've been with us for at least six months, McDonald's offers all eligible parents (including same sex couples) two weeks' paternity leave when your child is born or placed with you. Want to know more? Look at the policy and application form on Workplace, ask your manager or email people_team@outlook.com

Shared parental leave

Shared parental leave is similar to maternity or adoption leave but shared between two parents, including same sex couples. You can take up to a year off in total after your child has arrived and divide the time up to suit you both. You can take time off together or separately and also potentially share pay.

Want to know more? Look at the policy and application form on Workplace, ask your manager or email people_team@outlook.com

Parental leave

Even when you're back at work, caring for a child can take a lot of extra time - whether it's to settle your little one into a new childcare setting or look at schools. If you've worked for us at least a year, you can take up to 18 weeks of unpaid time off to care for a child up until their 18th birthday (including an adopted child) or to make arrangements for their welfare.

IVF/fertility treatment

If planning IVF/ fertility treatment, we understand that you may need time off work to go to medical appointments. Tell your manager as soon as you find out that your treatment has been approved. They'll handle things in a sensitive way and treat it as confidential.

If adjustments are needed to your work duties or shifts while you're undergoing treatment, your manager will try to make sure that these are made.

Neonatal leave

We want to assist all our people who are parents of premature and sick babies who need to spend a prolonged amount of time in neonatal care following birth. If this applies to you as a parent, we understand your baby is facing very difficult circumstances and we want to support you. For information on our neonatal policy, look on Workplace, ask your manager or email people_team@outlook.com

Look for the policy on Workplace, ask your manager for more information or email people_team@outlook.com

Parental bereavement leave

We understand that losing a child is devastating and we want everyone to ask for the support they need during this incredibly devastating and difficult time. Regardless of service, you can take two weeks' leave if a child (under 21) dies and you are the parent, primary or kinship carer. In the unfortunate event that you suffer a stillbirth after 24 weeks of pregnancy or lose a child after it is born, you will be entitled to 52 weeks of maternity leave. Look on workplace, ask your manager for more information or email people_team@outlook.com

Work/life balance

We know that sometimes events out of our control happen. We'll always consider reasonable requests for time off to deal with these, so speak to your manager about what's happened.

Emergency leave

We get that life can be unpredictable, so whatever the situation, we'll always try and give you a reasonable amount of unpaid leave in an emergency.

Just so everyone's clear, emergency leave is for unexpected emergencies. We trust that you'll only ask for emergency leave when you really need it. And we offer flexible scheduling as an option if you need to request a change to your availability.

It's really important that you contact your manager as soon as possible if you need to take emergency leave, so they can make plans to cover your absence and make sure you keep in touch with them so they know when to expect you back in work.

Carers Leave

All employees can take one week per year as Carers leave to spend time with dependents. This week is unpaid and you will need to arrange with your manager when you would like to take this. Please see the policy on Workplace for more information.

Medical or dental appointments

Sometimes you may need time off work to go to a dental or medical appointment. Ideally these will take place outside working hours, but if that's not possible, speak to your manager to agree the time you need.



Remember, if you're pregnant, you can take paid time off work to attend antenatal appointments. Read the [maternity policy](#) on Workplace to find out more.

Special leave

We know that to get on, you may want to work and study at the same time. We'll always consider reasonable requests for time off, so speak to your manager about what you need.

Time off to train

Working flexibly is an ideal way to study without affecting your work - especially now more and more external training is available online. But sometimes this isn't practical, and you'll need to be face to face, which may affect your working hours.

To take time off for training, talk to your manager. They'll look at your development needs, the likely impact of your time off on the business and how this can be managed. They'll also consider the amount of time you'll need to study and whether they can adjust your working pattern to make things work.

Look at the policy on Workplace, ask your manager for more information or email people_team@outlook.com

Study leave

We know how difficult it may be to juggle studying for important exams and work at the same time. Talk to your manager to see if you can book some unpaid time off to attend exams and study. We'll always try to let you take a reasonable amount of unpaid leave to study. Tell your manager as far in advance as possible so they can arrange cover. Don't forget to book your results day off!

Compassionate leave

If a close relative dies, you can take a day's paid leave for the funeral. We know that the death of someone close can affect people in different ways. So talk to your manager and they'll do their best to arrange extra unpaid time off if you need it.

It's important that tell your manager as soon as possible if you need compassionate leave, so that we know what's happening and how we can support you. You can also contact the EAP who can provide support and information.

Jury duty

If you're called for jury duty, let your manager know straight away so we can cover you while you're away. We'll normally top up your jury allowance to make sure you're not out of pocket. You need to make



sure that you claim the allowance from the Court and speak to your manager with the details of the claim.

Military leave

We value the contribution that members of the Reserve Forces make. Most importantly, you will never suffer any disadvantage from telling us that you are a Reservist. So tell your manager if you're a Reservist, or thinking of becoming one.

With the correct paperwork, we will allow you up to two weeks per year of time off work, where we will top up your pay to attend your annual camp training. This time is in addition to your holidays.

Look at the policy on Workplace, ask your manager for more information or email people_team@outlook.com

Your conduct

At McDonald's, we don't expect everyone to be perfect - but we do expect you to take pride in your work and treat each other and customers with respect. We trust that you'll want to always meet the high standards of conduct we expect of you. But if your conduct falls below our expectations, we'll discuss the issue with you in a fair way. Wherever we can, we'll try to resolve problems in the workplace informally but if it is serious or repeated, we'll take formal action.

What's in this section?

- Informal action
- ****NEW**** Covid-19
- Formal disciplinary action
- Misconduct
- Gross misconduct and summary dismissal
- Appealing against a decision
- Criminal acts
- Conflicts of interest
- Other paid work, volunteering and hobbies
- Canvassing
- Using social media
- Talking to the media
- Other issues



Informal action

We all make mistakes. Sometimes it's not appropriate for you to be formally disciplined if it's the first time your conduct is not what is expected - for example being late or not turning in for your shift without reason. So we'll usually give you a caution and coach and support you to improve. It will be noted on your file so you both can remember what was said, but we are unlikely to take any other action. However more formal steps will be taken if the matter is not resolved, your behaviour doesn't change, or if an informal discussion is not appropriate (for example, because of the seriousness of the allegation).

Your performance

Just so you're clear, if the issue is to do with performance rather than your conduct, we'll follow the Performance Improvement Process. If your manager has any concerns about your performance, they'll raise this with you in a HIG (How's it going?) chat. Your manager will explain their concerns and provide support and guidance. Be sure to ask your manager questions if you're not clear about what or how you need to improve and let them know if there's anything you need to help you.

Cash discrepancies

Cash shortages in a till are a serious matter. We want to be sure you have correct training and support to operate our till system. If there is a shortage in your till, we will tell you and give you additional training and coaching. However, if the value is significant or there are further shortages despite you having had additional training and coaching, we will take disciplinary action.

Formal disciplinary action

If an issue is serious or your manager thinks it's not appropriate to use informal coaching and advice, we'll move into a formal disciplinary process. But first we'll make sure that any issue has been fully investigated and you know what's going on. You may also be suspended whilst this investigation takes place (see [Suspension](#) below).

Suspension

Sometimes we may decide to suspend you on full pay while we investigate allegations. We'll only do this where we feel it's necessary to protect you and/or our business. This is particularly so where those allegations are serious - for example:

- There is a potential threat to the business or other employees, or
- It is not possible to properly investigate the allegation if an employee remains at work (for example an attempt to destroy evidence or to influence or assault witnesses).

Suspension doesn't mean we've made any decisions about what may have happened. We'll always tell you why we're suspending you, and we will make sure this time is as short as possible. You should not visit our restaurants or contact any of our employees, customers, suppliers

or couriers, unless you have been told that you can do so. We may invite you to meetings while you're suspended.

In certain cases where we think formal disciplinary action is not appropriate, we may suspend you without pay for the shift or remaining part of the shift instead as a way to deal with an incident. However, if we think it necessary and the conduct is considered serious, we may investigate further.

Investigation meeting

The purpose of the investigation meeting is to gather all the information but not to come to any conclusions or make any decisions.

At an investigation meeting, there's no specific right to be accompanied by a trade union representative, you can be accompanied by a company employee if you so wish.

Disciplinary meeting

If things are going further, you'll get a letter to invite you to a formal disciplinary meeting to talk about the issue. This disciplinary process will be led by a different manager to the one that conducted the investigation.

You can have either another employee or a trade union representative with you. If you're under 18, a parent or guardian can come with you. We expect you to attend at the time we set, but if you or your chosen representative can't make it, contact your manager, letting them know dates and times you can make and they'll try to rearrange it for a time that works for everyone. If you repeatedly don't attend a meeting which is arranged, a decision may be made in your absence. But that would be a last resort.

You'll always get at least 24 hours' notice in writing of any disciplinary meeting.

We don't allow disciplinary meetings to be recorded on any device - but we'll take detailed notes which you'll get the chance to review and we'll give you a copy after the meeting.

Our aim is to deal with disciplinary matters sensitively and with due respect for the privacy of any individuals involved. You must treat as confidential any information relating to an investigation or disciplinary matter, unless on the very rare occasion it is necessary to share such information with a relevant third party such as the police or other regulatory body. In harassment cases, we may also let any employee who has complained about your behaviour know that disciplinary action has been taken against you so as to address concerns they may have.

We can skip or amend any stage of the disciplinary procedure if we consider it appropriate to do so.

You'll be told about the disciplinary issue and have the right to see the evidence against you prior to any disciplinary meeting / decision.



You'll normally be told the names of any witnesses whose evidence is related to disciplinary proceedings against you, unless we believe that a witness's identity should remain confidential or any part of their evidence should also be confidential.

Disciplinary action

Depending on the outcome of the disciplinary meeting, the seriousness of the behaviour and whether you already have a live disciplinary warning, there are various levels of action we can take:

- Caution
- First Written Warning
- Final Written Warning
- Transfer
- Demotion
- Dismissal
- Re Training

You'll only be dismissed for a first incident if it's an act of gross misconduct. If you're given a final written warning, this is your last chance. After this, you might be transferred to another restaurant, demoted or - as a last resort - dismissed. If you are demoted, you could see your hourly rate and benefits drop in line with the new position. Any bonus may also be withheld.

First written warnings will no longer be live after six months and final written warnings after 12 months - as long as the improvements required are achieved and maintained throughout that time.

Misconduct

Just to be clear, misconduct is behaviour that's unacceptable in the workplace and serious enough for us to take action. But misconduct doesn't necessarily mean that you should be dismissed (unless there is repeated bad behaviour despite previous warnings).

Some examples of misconduct which may lead to a caution or other disciplinary action, such as a first or final written warning, might include, not in any particular order:

- Failure to comply with or follow instructions or perform work as needed or defined.
- Neglect or carelessness that results in the loss, damage, or destruction of McDonald's property or that of any other person.
- Habitual lateness or absence without authority.
- Leaving the job without permission whilst working.
- Failure to maintain standards of production.
- Failure to observe security rules.
- Failure to report personal injuries immediately to a manager.
- Using obscene, vile or abusive language to fellow employees.
- Failure to maintain acceptable standards of personal appearance.

- Unprofessional conduct with respect to other employees or customers or their personal data.
- Failure to complete the Daily Product Safety Checklist.
- Consuming any food without authority or payment.
- Conducting personal affairs/other business without authorisation whilst working.
- Posting, defacing or removing notices without authorisation.
- Loitering in the crew room outside scheduled hours.
- Deliberately setting off and/or misusing a fire extinguisher (all cases of this offence will lead to the issue of a Final Written Warning).
- Inaccurate accounting.
- Minor breaches of the company's policies or procedures.

* These examples may also constitute gross misconduct depending on the circumstances/impact on others/damage to Company reputation

Gross misconduct and summary dismissal

Some misconduct is so serious that we may dismiss you immediately, without notice or pay. This is known as 'summary dismissal for gross misconduct'. It includes acts such as violence, fraud, theft, or illegal activity that would harm the company, team members or customers. In this instance we would not pay you any notice, just any holiday pay you've earned up to the date of dismissal.

Although not exhaustive, here are examples of gross misconduct which may lead to dismissal:

- Any act of dishonesty or violence (threatened or actual).
- Any act of sexual harassment or victimisation of someone who rejects any sexual advances.
- Unlawful discrimination, harassment, victimisation, discriminating against and/or bullying any employee or customer including on the basis of sex, age, marriage / civil partnership, sexual orientation, disability, gender reassignment, pregnancy and maternity, race, religion or belief including unwelcome sexual or personal attention. This also includes any comments or posts on social media sites or group chats.
- Abuse of your power such as bullying or harassing an employee junior to you, or coercing them to do something they do not want to do, or victimising them or treating them differently because they won't do the things you want them to do.
- Contravention of safety rules or failure to obey any instruction that could affect the safety of any employee or customer (e.g. deliberately filtering shortening incorrectly, using out of date stock).

- Fraudulent use of the My McDonald's App and discount site or any other Company benefit.
- Fraudulent completion of Company accounts, inventories, accruals and/or other documents (for example expenses claim form).
- Removing Company money without authority or failing to place Company monies immediately into safe custody.
- Failing to ring up the full amount of any sale or falsifying "over-ring" slips.
- Failure to follow cash handling procedures correctly.
- Receiving, taking, or giving away food or other Company property without obtaining full payment or without the appropriate authority.
- Making statements or disclosing to any person, including press, radio, television and media representatives, any information relating to the Company, its business or affairs, its customers or finances, or any of its trade secrets at any time during the continuance of your employment (except so far as may be necessary during the ordinary course of your employment).
- Failure to collect and/or account for any "free food" or promotional vouchers.
- Removing any food or other property of the Company from the restaurant without authority or payment.
- Misuse of Company accounts or funds including Ronald McDonald House Charity money and/or funds.
- Gross unprofessional conduct with respect to other employees or customers or their personal data.
- Using obscene, vile, abusive or threatening language to customers or other employees.
- Failing to report promptly any chronic ailments or communicable diseases, particularly gastric disorders e.g. food poisoning, or deliberately endangering the health of any employee or customer.
- Reporting for work under the influence or using, possessing, receiving, consuming, dealing selling alcohol and/or drugs on the premises. This will not apply in the case of medicines prescribed by a medical practitioner.
- Smoking of cigarettes or e-cigarettes in unauthorised places or at prohibited times.
- Abuse or failure to follow any of the Company's policies or procedures.
- Assaulting or injuring any employee or customer or threatening or attempting to do the same.
- Falsifying an application form or giving false information relating to your employment (including for the avoidance of doubt, your immigration status and right to work in the UK).
- Failure to comply with the required document checks of a prospective or current employee's right to work in the UK as stipulated in the Company's Right to Work in the UK Policy. This

shall include but is not limited to a failure to carry out the checks correctly or carrying out the checks negligently.

- Contravening student visa restrictions by knowingly working over the maximum number of hours stipulated in your visa during term time.
- Contravening student visa restrictions by knowingly allowing an employee to work in excess of their stipulated hours during term time.
- Fraudulent completion of the Daily Product Safety Checklist.
- Misuse of, or failure to safeguard, personal data relating to team members or customers.
- Bringing the Company into serious disrepute.
- Breach of trust and confidence.
- Abuse or failure to follow any of the Company's policies or procedures.
- Accepting / offering bribes.
- Inappropriate behaviour at Company organised work or social functions.
- Activity on social networking sites (such as Facebook or Twitter) which, in the Company's reasonable opinion, could damage the reputation of the Company or any of its customers, clients and suppliers in breach of the Company's Social Media Policy.
- Falsifying any clock card including using a clock card so as to record a time which has not been worked, making adjustments to hours worked or using the clock card of another employee.
- Damaging, destroying or removing without permission Company equipment or property, or that of fellow employees.
- Victimisation of employees making a disclosure under the Whistleblowing Procedure outlined in the Company's Whistleblowing Policy.
- Conviction of an offence deemed by the Company to be serious.



Appealing against a decision

If you receive a disciplinary warning or you are dismissed, we will also inform you in writing after the meeting. We do aim to do this within 14 days of your meeting. We will reconfirm the reason behind the warning or our decision to dismiss you, how the decision was reached along with your termination date and notice if applicable. If you think our decision is unfair or the penalty is too harsh, you can show new evidence or you don't think the process was correct - you can appeal by emailing people_Team@outlook.com within 14 days of receiving the notification.

Appeals will be dealt with as quickly as possible. Your appeal will be heard by a manager from a different area of the company, at least one level above the person who made the decision.

You'll be invited to the appeal meeting and we aim to get a decision to

you within 14 days of that meeting. The decision made at appeal will be final.

Respecting each other at work

Everyone should have a safe, respectful workplace that is free from discrimination, harassment and victimisation. We can have fun, but we have to keep it professional.

A respectful workplace encourages us all to feel safe at work, enjoy what we do and get more satisfaction and enjoyment out of being at work. No-one wants to be worried or concerned about coming to work or have less enjoyable working relationships, so creating a respectful environment is everyone's responsibility.

Respecting each other in the workplace extends to our customers and any external partners. If you experience or witness any inappropriate behaviour, don't feel like you have to put up with it. Talk to your manager as soon as you can who will listen to your concerns and take appropriate action.

For more information ask your manager for our Respect in the Workplace policy or ask your manager for our Diversity and Inclusion policy or ask your manager for our Anti-Bullying and Harassment policy.

Criminal acts

Criminal offences outside of work can harm McDonald's reputation and undermine our trust in you. If you've been charged with a criminal offence, you must tell us about it straight away. We'll look at all the facts and decide what to do. We might suspend you without pay until your case is heard or we might progress to a disciplinary hearing which could lead to your dismissal, depending upon the nature of the allegations. If you're convicted, there's a stronger chance you'll be dismissed once we've investigated the issue and considered all the facts. If you're found not guilty, you can't claim back any pay you've lost while suspended.

Convictions for criminal acts which occur outside of work and which are not spent convictions within the terms of the Rehabilitation of Offenders Act 1974 but which are relevant to the employment (e.g. shoplifting, fraud, assault, sex offences or anything that is detrimental to the Company, especially having regard to our nature as a family orientated business) may mean you will be dismissed.

Conflicts of interest

A conflict of interest can happen when you have a relationship or outside activity that could be damaging to the company, such as working for a competitor or taking part in activities that involve our competitors.

If you're not sure there's a conflict, talk to your manager. Remember that if you don't report a conflict of interest, it could be seen as gross misconduct and lead to your dismissal.

Close relationships in work

Working together is fun and you'll make many friends in the process. We're committed to having a safe and fun working environment. We're aware that personal relationships start at work and family may work together in the same business area. Although this is not always a problem it can, depending on circumstances, cause issues for you, your team members and us. If you are in a relationship with a team member or have a family member working for us, you should talk to your manager in confidence and always ensure that you behave appropriately whilst at work.

Look for the policy on Workplace, ask your manager for more information or email people_team@outlook.com



Other paid work, volunteering and hobbies

We all have personal interests we enjoy and causes we believe in. That's great - but you must not promote them or raise money for them at work without permission. Ask your manager if you're not sure.

You must tell us if you take on any work outside the company, so we can make sure it doesn't affect your work for us or put you over the maximum working hours allowed by law. If it does, we might have to reduce your hours to meet the legal requirements.

Canvassing

It's your right to join a trade union and take part in a strike if there's been a lawful ballot, but you're not allowed to canvas for membership or funds, or distribute leaflets for the union, in McDonald's restaurants or on McDonald's property including car parks and offices.

Work events

We're always pleased to see our team members and managers having fun off the clock as a well-earned reward for their great work. Celebrations are important to us and we encourage the use of work dos as a way to help motivate and engage with each other. Of course, we want everybody to have a great time but we do need to make sure that all the serious stuff is covered beforehand.

Just a few simple steps can help make sure that the event is remembered for the right reasons as well as ensuring your team's well-being and safety. If you're at a work event, rules around your conduct and behaviour do still apply even if you have been drinking or not!

Using social media

Social media is a great way for us to keep in touch, talk to our customers and build excitement about our products and offers. But we need to be careful. Everything that is on the internet - whether that's on Twitter, Facebook, forums, blogs or even on Workplace - could be seen by managers, team members, journalists, competitors, suppliers and our customers.

Never cause offence or harm to anyone when you're online. You must always be polite and respectful, even if online conversations become heated. Think about what you say, and remember our values. You should never speak on behalf of McDonald's or do anything that might hurt our reputation. Never post illegal material (words or images) jokes or derogatory comments about another person, or anything that could embarrass, offend, bully or harass them. If you do, you could face disciplinary action. Remember it isn't okay to have your mobile phone with you whilst working your shift.

Read our Social media policy which you can find on Workplace. If you don't understand any of the information ask your manager.

Talking to the media

As a major UK company, McDonald's attracts a lot of media attention. It's important that we give consistent, accurate information, so you should never talk to the media yourself. If you're approached, always tell your manager, who will contact our Corporate Affairs Team.

Other issues

When you're not working

You can eat in the restaurant when you're off duty, but you are expected to behave properly and show the same values as if you were working. You must make sure that you keep a receipt to prove you paid for your meal. Don't go in the crew room if you're not on shift unless your manager gives you permission.

Serving your friends and family

It's best not to serve your own friends and family in case people think you're giving them special treatment. If you can't avoid it, ask your manager to help.

Using phones and company IT

You're allowed to use our computers to complete eLearning for your own personal use. Just remember to be sensible: we monitor the use of our IT systems and will take action if anybody tries to view inappropriate material or post remarks that are obscene, threatening, discriminatory or hateful towards others, if you see anything that doesn't look right speak to your manager. You're allowed to use company phones in a case of an emergency. Just ask your manager first.

Check out our IT acceptable use policy by asking your manager.

Your personal information

We'll always look after your personal information and keep it confidential. And you must do the same with personal information about other team members and our customers.

You can check your personal information, which includes payslips, wage details and job details, in MyStuff 2.0. This is where you can update your personal details like your emergency contacts and bank details. It's important that we've got up to date information about you so if anything changes, for example, if you move home, you must update MyProfile in MyStuff 2.0.

Your safety

Safety really matters at McDonald's. We care about what happens to you, your team members and our customers. We will do everything we can, but you have a responsibility for health and safety too. So you'll get special training and we have regular meetings of our Safety & Security Circle to look at safety issues in the restaurant.

We get it, due to the number of customers we greet each day, some out of the ordinary incidents can happen. Although rare, we need to always be vigilant to protect each other and our customers.

With this in mind, we have installed a StaffSafe system in all our restaurants. If you need assistance it lets you raise an alarm to an external monitoring station. StaffSafe operators will be able to hear and see you via the restaurants CCTV and can make announcements over the music system

What's in this section?

- Health and safety
- Hygiene and food safety
- Food safety procedures

What if I notice something dangerous or there's an accident?



If you see something dangerous, first make sure no-one is about to get hurt. Then tell your manager. You can also make a note of any problems on the Hazard Reporting sheet in the Crew Room.

If somebody does get hurt (even slightly) tell your manager straight away. They'll be able to provide any first aid treatment, complete the Accident Book and take any other action that may be needed.

If you're a manager, make sure you're up to date with your first aid qualification.

Health and safety

We're all responsible for health and safety, so whilst at work always:

- Take reasonable care of your own and other people's health and safety
- Co-operate with your managers and others at McDonald's on health and safety
- Follow the training you've been given, use protective clothing and other safety equipment carefully and don't interfere with anything related to health and safety
- If you're a manager, train and supervise team members appropriately and make sure they follow the right procedures

In addition to your training, we highlight safety issues as and when we need to. There are also Safety & Security Circle meetings in the restaurant.

We've got detailed risk assessments for each procedure to keep you and other team members safe. Make sure you follow procedures. If you don't, you could get into trouble or even lose your job.

Hygiene and food safety

As we run a restaurant business, it is extremely important that our customers are not exposed to any kind of infection or illness. Here are some Dos and Don'ts for food handlers:

Do

- Wash your hands before you start your shift and before starting work on any food handling station
- Wash your hands - after a break, after any dirty task such as rubbish disposal, after coughing or sneezing into your hand(s), after using the toilet or after anything else that might contaminate them such as touching your hair or face
- In addition to the above, always follow the "Timed Hand Washing Programme"
- **Hats must be worn by all team members as part of your uniform and by all employees working in kitchen, fries or beverage cell areas of the restaurant. Hair that cannot be contained by the hat must be covered with a hairnet.**
- Always wear an apron if you're working in the kitchen, on fries or in the beverage cell. Separate aprons must be worn for preparing breakfast products and then changed before preparing main menu products. Aprons must be removed before any cleaning tasks and when taking a break/using the toilet.



Check out the notice boards in the restaurant and safety information on [ourlounge](http://ourlounge.com).



- Follow all the other rules of good personal and kitchen hygiene we've taught you
- Tell your manager if you or someone in your family has an illness such as confirmed or suspected food poisoning, vomiting or diarrhoea or any other illness which may pose a risk to food safety
- Tell your manager on returning from holiday or days off if you've had any confirmed or suspected illness or vomiting or diarrhoea.
- Tell your manager on your return, if you have travelled to an area where enteric fevers e.g. typhoid are present - in particular if you have travelled outside Europe or North America.

Don't

- Smoke, eat or drink where you're not supposed to
- Cough or sneeze over food
- Wear your own clothing over your uniform in food preparation, storage or service areas
- Work if you've got eye or ear infections, skin infections - or infected, weeping or discharging wounds on exposed parts of your skin or which cannot be effectively covered
- Work if you're suffering from vomiting, diarrhoea or a heavy cold, flu and any other infection of the respiratory system or a fever accompanied by a sore throat
- Work if you've got any other illness you could transmit through food e.g. food poisoning such as salmonella or dysentery

If you're ill

If you're unwell, we want to help you get better as soon as possible. If you come down with something as a food handler, you should stop work immediately and tell your manager. You can usually come back to work again once you've been well for at least 48 hours without taking any medication to control your symptoms.

It's against the law to handle food if you develop vomiting, a fever, diarrhoea or anything similar - and you could lose your job. Ask your manager for more information or look at the Food Safety Health & Safety and Security poster in your restaurant.

Make sure that you are up to date with the current Covid restrictions and do not work if you have symptoms or have come into close contact with someone who has symptoms.

Additional information for shift managers

- Don't allow team members to work if they are suffering from diarrhoea, vomiting, jaundice, fever with a sore throat or any confirmed food-borne illness
- Don't allow team members with the above symptoms to return to work until 48 hours after the symptoms have stopped without using medication to control the symptoms



- Don't allow team members to work if they have eye or ear infections, skin infections - or infected, weeping or discharging wounds on exposed parts of the skin unless they can be effectively covered and still allow for regular hand washing
- Tell team members they have a legal obligation to report any infectious or potentially infectious conditions
- Seek advice from your Business Manager or Supervisor if food poisoning is suspected or if you are unsure about any particular illness

Food safety procedures

We're passionate about serving our customers high-quality, safe food. You'll have training to make sure you know what to do. If you don't, you could get into a trouble and even lose your job. Here are a few reminders:

Do

- Store, cook or hold food at the correct temperature and report anything you see that isn't right
- Use the right equipment and utensils for each task
- Clean equipment and utensils in the right way
- Check food before you serve it and - if it's not right, don't serve it
- Practise good personal hygiene at all times
- Ensure contractors and visitors are working hygienically
- Check equipment and areas following any maintenance or repair to ensure it is clean and free from any possible contamination

Don't

- Use food past its Use-By or Best-Before date
- Serve food if the holding time has expired
- Work on a station unsupervised unless you've been trained on it
- Carry on using equipment once you know it's faulty

Contractual

Sections highlighted in yellow are contractual.

The length of your break depends on your shift:



- 3-4 hours: 15 minutes
- 4-5 hours: 30 minutes
- 5-10 hours: 45 minutes

Take a break

You'll get a break whenever you work for more than three hours, and we'll try to make sure it comes in the middle of your shift. You'll feel like you've got more energy if you use the time to get some fresh air, or have a well-deserved rest. You'll need to clock off during your break as the time is unpaid.

Rest periods

We'll always make sure you get enough rest between your shifts - at least 11 hours, or 12 hours if you're aged under 18. Total rest in a week must be at least 24 hours, or 48 hours if you're under 18. We'll never normally ask you to work more than 45 hours in a week. If we do, it will be a maximum of 48 hours - 40 hours if you're under 18.

Guaranteed Minimum Hours Contract

We offer all kinds of shift patterns at McDonald's so that you can work in a way that suits your lifestyle. When you join us, you can either work guaranteed hours every week or work flexibly. We'll always consider requests to switch from one to the other if that would help you achieve a better balance in your life. Talk to your manager first. They'll tell you more and help you find the right working pattern for you.

Working nights

If you choose to work at night, every 12 months you'll receive a night workers assessment on MyStuff 2.0. You decide if you want to complete the assessment. Night work means at least three hours between 11pm-6am. You can't work between midnight and 4 am if you're under 18.

For more information about working at night, please ask your manager.

If you're ill

Sickness absence

If you're not well enough to work, you should tell your manager as soon as you can and at least two hours before you're due to start. We'll support you to get well and back to work.

If you suddenly come down with something on your shift - especially diarrhoea, vomiting or a fever - stop work immediately. You have to by law. And the last thing anyone wants is for you to pass it on to someone else.

Do I need to show any evidence?

You'll need to fill out a self-certificate if you're off for more than four days. If you're off for more than seven days, you'll also need a fit note from your doctor.

Will I be paid while I'm sick?

If you're off sick for more than four days, including weekends and bank holidays, you'll get statutory sick pay (SSP), as long as your normal pay is above the minimum needed for national insurance.

Ask your Business Manager for the statutory sick pay rules or visit [.Gov.uk](https://www.gov.uk) and search SSP.

Private medical cover

If you become a Shift Manager, you can join our free private medical cover programme, provided by AXA Heath (subject to the rules of the scheme). It covers you for things like consultations and outpatient appointments, saving you time and helping you get back to work quickly.



What happens if I'm long term sick?

If you're away for more than four weeks, we might arrange for some additional support to help you. If your situation doesn't improve or we can't agree on a date for you to return to work, then we might need to have a more formal chat with you about your job once we know more about your illness and if we can do anything to help you return to work.

Do I have to have a medical examination?

We might ask you to see an occupational doctor that we refer you to. If we do, we'll let you know in advance and pay any medical fees. We will ask them to produce a medical report which you will be able to see.

Tips for staying well

It's important to try to stay calm and avoid stress. We know that's easier said than done, but if there's something at work that makes you feel stressed, talk to your manager and try to fix the problem together.

Sometimes, our confidence can affect our stress levels. If you think you'd like some extra training, or maybe you'd like to refresh some of your skills, have a look at the NABIT videos on Workplace. You might also want to have a chat with your manager.

Energy levels can be boosted by the right foods. Don't forget we've got plenty of healthy meal and side options, including crunchy carrot sticks and tasty salads. Look on Workplace or ask your Business Manager for the Mental Health policy or email people_team@outlook.com

Reasonable adjustments

We want to ensure that employees who have a disability are treated fairly and have access to the same opportunities as everybody else. We are committed to ensuring that employees are not disadvantaged at work because of a disability, so talk to your manager to make sure you get the support you need.

Look on Workplace or ask your Business Manager for the Disability in work and reasonable adjustments policy or email people_team@outlook.com

Employee assistance programme (EAP)

We get it, life can sometimes seem full of challenges. So, it's reassuring to know you've got somewhere to turn when things don't run as smoothly as you'd like. If you haven't been able to fix a problem you're experiencing and want help, we've set up additional support for you through our EAP.

EAP is our employee assistance programme. It provides 24/7 access to telephone and online advice and support. Information, support and counselling is available for many common aspects of life, including: financial or legal matters, family issues, challenging situations, emotional help and advice.

You'll have access to the 'be supported' website where you can access a huge range of information on a variety of practical, medical and wellbeing topics.

Don't worry using EAP is completely confidential to you. Simply give our provider a call on **0800 072 7 072** - it's free, or visit:

axabesupported.co.uk login: **mcdonalds** password: **besupported**

You can call as often as you like - support is 24/7 and you can call about the same issue or different issues.

Doctor @ Hand

We know that our people are busy and booking a doctor's appointment can sometimes be a hassle. That's why, at McDonald's, once you become eligible to join our private medical cover (AXA Health as mentioned above), we offer you the opportunity to see a GP whenever you want, wherever you are in the world! Doctor @ Hand offers you consultations by video or phone, 24/7, with a delivery of prescribed medications direct to your door!

Ask your Business Manager for more details if they participate in the scheme.

Menopause

Menopause is something that all women will experience. So we're aware that many of our female employees could be undertaking their role while enduring symptoms ranging from hot flushes to depression and reduced concentration.

Look on Workplace or ask your Business Manager for the Menopause policy setting out the support available to anyone experiencing the menopause or email people_team@outlook.com

Transitioning

We want all our people to feel included, so that everybody can add value and fulfil their potential without fear of discrimination. This includes our people whose gender identity doesn't match the gender they were born with and who may identify as trans or transgender, and for those who don't identify in a binary male/female way and identify as "non-binary". We have a policy that outlines how we'll support our employees who identify as trans or non-binary.

Look on Workplace or ask your Business Manager for the Transgender policy to have a read or email people_team@outlook.com

You and us

We want to make sure that everyone at McDonald's is happy to work here. We take your rights and our responsibilities to you very seriously, and we have lots of ways for you to let us know if anything is worrying you. We also have certain guidelines - like our diversity and inclusion policy - to help make sure everyone is treated fairly.

What's in this section?

- Diversity and inclusion
- Right to Work in the UK
- Your personal information
- Company information
- Our open door approach
- People Services Helpdesk
- Grievances
- Whistleblowing
- Sharing your views and ideas online



Contractual

Sections highlighted
in yellow are contractual.

Diversity and inclusion

Here at McDonald's we want to provide a safe and supportive working environment for all our team members. We believe everyone should be able to work in a way that is free from discrimination, harassment, bullying and victimisation. We understand and accept that everyone is different, and we respect and value the differences that make each person unique. All team members are members of our team, and everyone must be treated with respect.

We work hard to make sure that no-one applying for a job or working at McDonald's is treated less favourably because of their sex, age, marriage/civil partnership, sexual orientation, gender reassignment, disability, pregnancy or maternity, race, religion or belief.

We take seriously our responsibilities to respect and promote human rights. We are committed to fostering safe, inclusive, and respectful workplaces wherever we do business.

We will continue to hold ourselves to the highest standards of integrity.

Right to work in the UK

As you know, everyone needs to show documents, such as a passport or visa, when they start work to prove that it's legal for them to work in the UK.

If your right to enter and live in the UK is limited by time, you'll need to provide evidence to us that you can continue to work. It's the law! If you can't provide the correct, up-to-date information, when asked, you'll not be scheduled shifts and you may lose your job.

Your personal information

We'll always look after your personal information. We'll keep it confidential and only share it with others if we have to - for example, to work out your wages or benefits, or the amount of tax you need to pay. If you handle team members information, you need to keep it confidential too. You must let your manager know immediately if there has been any breach of confidentiality. You are also responsible to keeping your own personal details up to date on MyStuff 2.0 so if your moving house, changing your email address or bank account for example remember to update your changes.

For more information about how we manage the information we collect about you and to view our full data privacy statement, look on Workplace or ask your Business Manager or email

people_team@outlook.com



Company information

We all have a responsibility to protect the business and keep company information confidential. Whether it's about our ingredients and processes, our franchisees and suppliers, or internal discussions and documents, you must not share any information from the business with anyone, even if you leave McDonald's. If you have any documents relating to the company and its business, you must give these back to us when you leave or make sure they are permanently deleted.

Our open door approach

We encourage an open culture, where we all feel able to ask questions, give feedback or raise concerns whenever we need to. If you have something you want to discuss, talk to your supervisor or manager first to get the answers you need or see if you can find a solution. If someone's upset you and it can't be resolved informally, you can raise a grievance against them. This is a formal process for dealing with bullying or discrimination. If you see something wrong, such as someone being treated badly or putting health and safety at risk or believe you have been treated unfairly, you can use our confidential whistleblowing service to let us know.

Email: people_team@outlook.com



Payroll Helpdesk?

For all payroll queries, e.g., salary payments or tax reclaims, you can contact your People Manager by email: people_team@outlook.com

People Services Helpdesk

Our People Services Helpdesk provides immediate information and advice for you on:

- how to access Workplace, our learning and lifestyle website, or general questions about it
- how to book training courses via Campus
- information on the Apprenticeship Programme or other education initiatives

Call **0345 606 0321** or email: peopleservices@uk.mcd.com

The helpdesk is open from 8am- 6pm Monday - Friday and 9am-4pm on Bank Holidays (closed Christmas Day, Boxing Day and New Year's Day).

People Managers

As a franchisee organisation our People Manager is the person to contact for any of the following points:

- the Company's employment policies, legal queries, general disciplinary and diversity issues
- benefits and pay including bonus and auto-enrolled pension schemes, private medical care, service awards and employee discounts site and App



Grievances

If someone's done something to offend or hurt you, for example using bullying or threatening behaviour or you think you haven't been treated fairly, the first thing you should try is talking to your manager to see if they can help you sort the problem. But if that doesn't work, you can raise a formal grievance.

You can write to your People Manager via email people_team@outlook.com who will make sure that your grievance is heard by the right person. We know how important it will be to you that your concerns are heard as soon as possible and we will try and do that within 14 days. We will always make sure that the person hearing your grievance is a level up from the person you feel uncomfortable with and you can bring someone with you who is a McDonald's staff member or a trade union rep if you give 7 days' notice. You will be told of the outcome as soon as we have fully investigated. If you are still not happy then you can appeal the outcome again to people_team@outlook.com. Your appeal will be heard by a more senior person and their decision will be final.

Whistleblowing

No one at McDonald's should be afraid to speak up if they see something wrong. If you see anything bad happening in your restaurant - such as someone being asked to do something which is wrong or putting health and safety at risk - you can use our confidential whistleblowing service to let us know. We'll take what you say seriously and investigate it, while protecting you from any pressure or harassment.

To find out more about our Whistleblowing policy, look on Workplace or ask your Business Manager.

Sharing your views and ideas online

We have lots of ways to share what's on your mind. You could join in the discussions on Workplace, where you'll find forums on everything from crew training to hours of work and pay. You can tell us what you think in our annual employee survey, or vote on the best suggestions for improving how we do things in Bright Ideas. We promise to consider all your feedback. Just sign in to get started!

Moving on

We hope you'll like working at McDonald's and want to stay. But we know that sometimes people have to move on. If you decide to go, you must give us at least a week's notice. If we have to let you go, we'll give you at least two weeks' notice - more if you've been with us over two years. In some cases, we might pay your notice instead of working it.

There's no notice pay if you're dismissed for gross misconduct. If we sell your restaurant to a franchisee, you will be transferred over and you'll transfer with your existing terms and conditions.

What's in this section?

- Resigning from your job
- Notice periods and pay
- Leaving and your NEST pension
- References
- Transferring to a franchise

Resigning from your job

Before you make a final decision about leaving, talk to your manager. They may be able to help you if you're having issues, such as problems with other team members, or need to change your hours. If you're sure you want to go, you'll need to write to or email your manager. Once they've got that, they'll put things in place, like getting your wages sorted.

Exit interviews

We will email you an exit interview questionnaire to ask about your reasons for leaving. It's up to you if you want to fill it in, but your feedback can help us improve how we work and could benefit other team members.

Notice periods and pay

If you leave

If you leave, you must give us at least a week's notice in writing. Once you've been with us for two years, your notice goes up by a week every year up to a maximum of 12 weeks. If so, you can agree the notice period between you.

If we let you go

In some cases, we might have to let you go, for example if a restaurant is closing. If so, we'll give you at least two weeks' notice as long as you've been with us more than four weeks. Once you've been with us for two years, your notice goes up by a week every year up to a maximum of 12 weeks. We'll usually ask you to work your notice, but we might pay you instead of working it. This is known as payment in lieu of notice.

Summary dismissal

If we have to dismiss you for gross misconduct, we won't give you any notice or payment in lieu. Talk to your manager for more information. Your payslips will be available for 3 months after you leave but after this you won't have access so make sure you get what you need before the 3 months is up.



Leaving and your NEST pension

It's highly likely that you were auto-enrolled into our NEST pension - unless you requested to opt out. When you leave, both your contributions and those made by the Company will remain in your pension plan and can only be used for pension purposes. You have the option of making further personal contributions by direct debit.

References

To get a reference, you'll need to contact your People Manager on people_team@outlook.com or your manager may be able to arrange this for you. The reference will be based on the facts of your employment - position held on leaving, length of employment and reason for leaving.

Transferring to a franchise or joint venture

McDonald's sometimes sells restaurants to franchisees or joint venture partnerships. If this happens to your restaurant, we'll tell you about it and what this means for you. You will be transferred over on the same pay with all your current employment rights and benefits.

Contact us if you need help or want to discuss anything to do with moving on, you can contact your People Manager on people_team@outlook.com