



MENDOZA MANAGEMENT AND STAFF MANUAL 2026

THE MENDOZA COMPANY, INC., AND ITS AFFILIATES DO NOT INTEND FOR THE POLICIES, BENEFITS, AND PROCEDURES IN THIS MANUAL TO BE CONTRACTUAL COMMITMENTS AND EMPLOYEES SHALL NOT CONSTRUE THEM AS SUCH.

THE POLICIES, BENEFITS, AND PROCEDURES ARE DESCRIPTIVE GUIDES OF PROCEDURES MANAGEMENT WILL FOLLOW. THE MENDOZA COMPANY RESERVES THE RIGHT TO REVOKE, CHANGE, OR SUPPLEMENT GUIDELINES AT ANY TIME, WITHOUT NOTICE.

NO POLICY IS A GUARANTEE OF CONTINUITY OF BENEFITS OR RIGHTS. THE MENDOZA COMPANY DOES NOT INTEND OR IMPLY PERMANENT EMPLOYMENT, OR EMPLOYMENT FOR ANY TERM, BASED ON STATEMENTS IN THIS MANUAL.

THE MENDOZA COMPANY RESERVES THE RIGHT TO TERMINATE ANY EMPLOYEE'S EMPLOYMENT AT ANY TIME. ANY EMPLOYEE MAY TERMINATE THEIR EMPLOYMENT AT ANY TIME.

THE MENDOZA COMPANY, INC.
950 TAYLOR STATION RD, SUITE T
GAHANNA, OH
43230

BENEFITS:

	MONTHLY INSURANCE REIMBURSEMENT	MONTHLY CELL PHONE REIMBURSEMENT	MONTHLY 401K CONTRIBUTION MATCH MAXIMUM	EMPLOYEE MEAL PROGRAM
SALARIED EMPLOYEES	80% HEALTH	\$75	4%	FREE
HOURLY MANAGERS	N/A	N/A	4%	FREE

SICK PAY–SALARY ONLY:

SICK PAY:

- UP TO 3 SEPARATE OCCURRENCES
- 2 CONSECUTIVE DAYS OFF WILL REQUIRE A DOCTOR’S NOTE
- UP TO TEN DAYS WITH A DOCTOR’S NOTE WILL BE PAID AT FULL PAY
- UP TO 10 ADDITIONAL DAYS WITH A DOCTOR’S NOTE WILL BE PAID AT HALF PAY
- MAXIMUM OF 20 PAID SICK DAYS (FULL AND HALF PAY) PER YEAR

JOB DESCRIPTIONS:

We have different designations of management based on responsibilities, development, and restaurant needs. As such, benefits vary for different positions.

General Managers are the head leader in their restaurant. They are fully accountable for the results of the restaurant and must be available to meet any need that may occur. They are expected to work a minimum of 45 hours per week.

The Assistant General Manager (First Assistant) is seen as a future GM and are completely accountable for the restaurant when GM is not there. They lead either the Quality or People departments. They are Second in command in the restaurant and are accountable for all results in the restaurant. They are considered a full-time position with 24/7 availability and will be scheduled full time hours. As a leader in the restaurant, they will be expected to go the extra mile and help in times of need.

Department Manager’s oversee one department Quality, Hospitality, or People. They are seen as future Assistant GM’s and/or GM’s and are in charge when the GM or Assistant GM is not in the restaurant. They are considered a full- time position with 24/7 availability or an availability that meets the main needs of the restaurant as determined solely by the Director of Operations. They will be scheduled full time hours. As a leader in the restaurant, they will be expected to go the extra mile and help in times of need.

Primary 24/7 Swing Managers will have open availability or availability that covers key shifts (open, close, overnight) 7 days per week as approved solely by the Director of Operations.

All Hourly Managers are capable and accountable for running peak shifts at excellent levels. They will also oversee various systems that support the Department Managers - schedules / inventories / incentives / etc.

Limited Shift Leaders do not have key shift availability or do not have 40 hour / week availability.

Kitchen Leads / Service Leads help to run an area of the restaurant generally the Kitchen. They do not receive keys, deal with cash, and will not be left alone in the restaurant without another certified manager.

COMPENSATION:

Merit Increases:

Hourly Restaurant Managers:

Performance reviews will be given on an ongoing basis with Annual Wage Reviews will be given on your employment anniversary date. Any raises will take effect on the first full payroll period following your anniversary date.

Salaried Employees:

Performance reviews will be given on an ongoing basis with Annual Wage Reviews will be given on these Dates:

Salaried Managers and Supervisors: The first full pay period in March

Office Staff: The first full pay period in March It continues to be our practice to periodically review our merit guidelines in order to reflect factors such as market conditions and economic climate. When appropriate, we adjust our merit guidelines to reflect these factors. All salary amounts are subject for review by the Director of Operations or the Owner/Operator.

Management and Staff Raises will be given based on performance measures using this scale:

Rating	Raise Range
Exceptional Result	5%-6%
Significant Results	3%-4%
Some Improvement Required	0%-2%
Needs Improvement	0%

PAID TIME OFF (PTO):

Everyone needs time off to recharge, and sometimes to handle life challenges. We offer paid time off so that our team members in eligible positions can get the time needed to get healthy, relax, or to handle personal needs that might interfere with productivity at work.

PTO ELIGIBILITY:

- All Salaried employees and hourly managers will receive PTO after their first full year of uninterrupted service as a manager or two years as an employee whichever comes first.

- On your 2-year service date you will receive a second week of PTO for that year. You will then be eligible for 2 weeks' PTO per year.
- On your 5-year service date you will receive an additional week PTO for that year and all following years (3 weeks)
- On your 7th anniversary in management you will receive an additional week PTO for that year and all following years (4 weeks)
- All PTO is based on uninterrupted service time. If you leave our employment time starts over.

HOW WE CALCULATE PAY:

- For hourly managers the number of hours paid for a week's PTO will be based on the average hours worked per week for the previous trailing 12 months up to 40 hours per week.
- For salaried employees pay per week will be calculated by annual salary divided by 52.
- A day's pay is determined by taking your average hours worked per week divided by 5 with a maximum of 8 hours per day.
- Your direct supervisor will need to approve your time off schedule.
- PTO is intended as a benefit for employees who are helping us to do business moving forward. Thus, any unused PTO will be forfeited if that person leaves our employ. PTO cannot be rolled over into the next year.
- We feel time off is important. For that reason, we will not allow vacations to be paid out. PTO will be forfeited upon separation of employment.
- In some cases, your Supervisor may allow you to take an advance of scheduled PTO prior to your anniversary date. It is understood that if your employment with us ends, you will have to repay any advanced PTO that has already been taken.

MENDOZA COMPANY POLICIES:

OVERTIME COMPENSATION POLICY

All HOURLY employees will be paid at the rate of one and one-half times their regular hourly rate of pay for all time worked in excess of 40 hours in any one workweek. Overtime is discouraged and must be approved by your manager. It is the responsibility of all hourly employees to advise your manager of your status regarding the possibility of going over 40 hours in a workweek.

PAYDAY

Bi-weekly paydays on Wednesday after 2 pm. Each pay period begins on Sunday and ends on Saturday two week later.

BIOMETRIC TIMEKEEPING POLICY

As part of our workforce management system, the Mendoza Company, Inc. and its affiliates (collectively, "Mendoza") uses biometric technology, specifically facial recognition, through our approved provider, Harri, for employee timekeeping (clocking in and out).

What Is Biometric Data?

Biometric data refers to unique biological characteristics used to identify individuals. In our case, this includes facial scans captured to verify your identity when using the time clock.

Why We Collect It?

We use biometric data for the following limited purposes:

- Verifying employee identity at clock-in/out
- Ensuring accurate time and payroll records
- Preventing time theft or fraud
- Complying with company security protocols

Notice and Consent

Before using the biometric system, employees are required to review and sign a Biometric Data Consent Form. Participation is voluntary, and an alternative timekeeping method may be made available upon request.

Data Protection and Security

Biometric data is stored securely and encrypted. It is never sold or disclosed to third parties, except where required by law or with employee authorization. Access is limited to authorized personnel only.

Retention and Deletion

Biometric data is retained only as long as necessary for the purposes above. Once employment ends, biometric data will be deleted within a reasonable time, consistent with our retention policy and applicable law.

Your Rights

Employees have the right to:

- Request access to the biometric data we hold
- Withdraw consent at any time (with written notice)

Request deletion of their biometric data, subject to operational and legal requirements for questions or concerns, contact Human Resources at 614-569-2623.

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DEPENDABILITY

As a manager you are expected to be on time and to set the example for your crew members. Lateness and missed work without approval will not be tolerated. If you are going to be late, sick, or miss work, you must phone and talk with your GM (or Supervisor if the GM is not available). Texts or any form of electronic communication is not acceptable.

MEAL POLICY

For all salaried employees and hourly managers, use the 100% off Key to make the meal "No Charge".

UNIFORM AND APPEARANCE POLICY

We expect you to set the standard and be an example for your crew. Your appearance is a representation of you as a professional, as well as the organization and the Brand.

Mendoza Company will issue managers two polo shirts. Only McDonald approved shirts, sweaters and polos are permitted. You are responsible for supplying dark pants and non-slip shoes.

We offer the option to purchase shoes through Shoes for Crews and deduct the cost from your earnings, divided among 2 sequential checks.

Anything outside of these guidelines needs Supervisor approval:

- All managers are required to wear their hair pulled back from the face and above the shoulders. If you are stationed in the grill area or the manager in charge of the grill area a hat or hair net must be worn per the Health Department.
- Facial hair must be trimmed and maintained.
- No loose or excessive jewelry.
- Tattoos need to be covered if they are vulgar or offensive.
- Fingernails must be short, clean and neatly trimmed including acrylic nails.

EMPLOYEE CELL PHONE USAGE POLICY

Management should carry their phones. There may be times when the Owner/Operator, office or a member of mid-management may have a need to contact you immediately. The cell phone will be used to reply to text messages and to text numbers or information requested throughout your shift. However, we do expect management to set the proper example for their employees and not abuse cell phone usage when they are responsible for managing the restaurant and serving our customers. Managers must also ensure that the crew cell phone policy is observed.

RESTAURANT TELEPHONE POLICY

Personal calls should only be made in case of absolute necessity or emergency.

SMOKING POLICY

Smoking including vaping is not permitted on company property. For the safety and health of its employees, the Mendoza Company is committed to a smoke- free environment. Employees may smoke when on their 30-minute break in their own vehicles or off the property.

COMPANY FUNDS

You are to handle company funds appropriately. Violation of this policy may lead to your immediate termination.

- No payroll or personal checks are permitted to be cashed in the restaurant.
- Personal use, borrowing, or lending company funds is prohibited.
- All sales must be rung up immediately.
- Sales made during the POS close are to be rung up immediately after the system is re-opened.

Mendoza Company- Manager's Banking, Deposit & Cash Procedures

- You are responsible, without exception, for your safe, cash controls and policies on your shift.
- Smart Safe and cash drawer procedures must be followed:
 - Crew person and manager verify the amount in a cash drawer before and after each shift.
 - Only one crew person per drawer.
 - Managers are responsible for making Smart Safe deposits as needed.
 - Managers must count out amount taken with the responsible crew member and then provide the Smart Safe receipt to that crew member.
 - Manager compares slips to drawer amount, balances all promo, refunds, over rings to drawer and documents any shortages.
 - After every shift manager balances deposit with amount in Smart Safe.
 - The only time money is not put into Smart Safe is between 3am and 6am for overnight restaurants.
- The safe is never to be left open or on day lock.
- The safe is to be counted a minimum of three times daily, six counts total- one by the exiting and one by the entering manager each of these changeover times. You must enter in the safe controls on the computer at the beginning and at the end of your shift and document any discrepancies. Outgoing manager is not permitted to leave until incoming manager verifies the safe.
- If you are not the manager who has responsibility for the safe you are not permitted in the safe.
- There will be ZERO manual refunds. POS refunds must have slips with the manager's initials, the customer's signature and phone number and they must be tracked daily.
- Overrings and Promo without a coupon attached must have a reason, as well as manager and crew signatures.
- Leaving cash drawers or money unsecured and/or unattended is against company policy. All monies are to be locked in the safe at close.
- No employee will use or divert store cash or other company property for personal use.
- Only salaried and swing managers are to have possession of keys, the safe combination and register passwords. Giving a manager code to any crew person or non-certified manager is grounds for immediate termination. You must protect your password and change immediately if you think it might be compromised.
- The manager is responsible for documenting any cash shortages over \$5.00.
- T-Reds over \$1.25 average are considered a cash violation and must have written documentation.
- All cash policy violations by crew and management must be documented and retained.
- Any manager found stealing in any form will be immediately terminated and prosecuted to the full extent of the law, no exceptions.

PRODUCT INTEGRITY

Any procedure or activity that alters or jeopardizes the integrity or quality of any product is strictly

prohibited, including abuse of shelf life or holding times.

- No employee shall engage in any activity that alters or jeopardizes the integrity or quality of any product.
- No employee shall violate any food safety procedure, including glove policies that would jeopardize the integrity of the product.
- No employee shall consume products or beverages within any area designated as a food preparation area. This includes, service area, kitchen, prep area, drive-thru and walk-in coolers.
- The employee must follow the employee meal policy when receiving their meals.
- *Violation of any product integrity policy may result in immediate termination.*

CREW ROOM POLICY

The Mendoza Company provides a break room for the benefit of its employees. Employees shall be responsible for the general cleanup of the area, including disposal of trash and cleaning up the table. The Mendoza Company is not responsible for any personal items left in the crew room. All employees must treat the area with respect and not cause any damage to it. Do not disconnect the crew computer or speakers at any time.

FOOD SAFETY

All certified managers are to complete the ServSafe course certification and enforce the proper procedures.

- An accurate, fully completed, Food Safety Daily Checklist will be completed daily on the Squaddle pad. The restaurant manager is responsible to verify and sign-off.
- Temperature checks on beef, steak, sausage, and chicken products and the visual check on the McMuffin eggs will be completed before the product is served.
- If any item on the checklist receives a "NO" answer, the problem must be corrected immediately. Under no circumstances shall undercooked products be served.
- Failure to pass any food safety visits can result in serious disciplinary action up to and including termination.

The Food Safety book will be completed accurately and completely every day. To enter false readings or inaccurate information is grounds for immediate termination.

FALSIFICATION OF RECORDS/DOCUMENTS

We expect accurate assessment of the McDonald's restaurant where you are employed. Thus, any falsification or misrepresentation of any restaurant document or report is prohibited and will be grounds for termination.

- Any falsification or misrepresentation of any restaurant documents or report is prohibited.
- All employment files will be maintained at the office, with the exception of most training records.

PARKING POLICY

Employee parking is available on a first-come, first-served basis in designated areas of the restaurant parking lot. No employee parking is permitted at any time in primary spaces used by our customers.

Under no circumstances will the company be responsible or liable in any way for property damage to employee-owned cars while parked on company parking lots. Lock your cars and take your keys.

BACK OFFICE SERVER (BOS)

In this high-tech environment, computer security is the responsibility of every computer user. Unauthorized crew must not be allowed to use or be near the restaurant BOS.

- Individual passwords will be in the confidential possession of all management or office administrative assistant.
- No one other than management may access the BOS and/or use the system in any way.
- Upon management transfer, suspension, or termination, the individual's BOS and register passwords must be deleted by the end of the business day.
- Register passwords must be changed monthly.
- Be sure to sign off the BOS when you are finished – do not walk away with your password active.

UNAUTHORIZED PERSONS

- No unauthorized person is permitted in the non-public areas of the restaurant.
- No unauthorized person is permitted in the restaurant when it is not open for business.
- If an employee is unaware whether an individual has proper identification or a valid reason to enter the non-public areas of the restaurant, he/she is to refuse entry until management verification is received.

AUTHORIZED PERSONS

Only authorized persons are allowed behind the front counter or in the restaurant lobby after close. They include:

- Crew working their shift or taking an authorized break.
- Crew are NOT to enter the work area of the restaurant:
 - If they are not scheduled to work.
 - More than 15 minutes prior to and after their work shift.
- Authorized persons include:
 - Shift managers, general managers, supervisors, owner/operator.
 - McDonald's staff employees with McDonald's photo ID.
 - Purveyors performing requested services. Contact the Director of Operations if there are any questions.
 - Repair persons performing emergency services, with management supervision.

CLOSING OF RESTAURANT POLICY

Under no circumstances shall any management person including the general manager make a decision to close the restaurant for weather or other issues unless approval is received from the Director of Operations. If for emergency reasons the restaurant is ordered to close by law enforcement, the Supervisor is to be notified immediately.

HUMAN RESOURCES

We are an equal employment opportunity employer and do not discriminate because of age, sex, sexual orientation, race, color, national origin, disability, religious preference, genetic information, citizenship or immigration status, veteran or military status.

MINORS

Managers are required to enforce the Policy on the Employment of Minors set forth in the Mendoza Company Employee Handbook. See also the Minor Labor Law Poster in the crew room.

REHIRES

Applications received from former employees will be processed using the same procedures and standards that govern all direct applications. The general manager/supervisor will review the former employee's performance records and the circumstances surrounding termination of previous employment with the Mendoza Company. This information will be provided to the payroll administrator and records will be reviewed. All rehires must have Supervisor approval before rehired. The Mendoza Company is under no obligation to rehire former employees.

RETURN TO WORK AFTER SERIOUS INJURY/ILLNESS

As a joint protection to the employee and the company, employees who have been absent from work because of serious illness or injury are required to obtain a doctor's release specifically stating that the employee is capable of performing his or her normal duties or assignments.

PERFORMANCE IMPROVEMENT

Performance improvement may be suggested whenever company management believes that an employee's performance is less than satisfactory and can be resolved through adequate counseling.

- **Verbal counseling** — the first step in correcting unacceptable performance or behavior, the supervisor/general manager should review pertinent job requirements with the employee to ensure his or her understanding of them. The supervisor/general manager will document the verbal counseling for future reference immediately following the review.
- **Written counseling** — if the unacceptable performance or behavior continues, the next step will be a written warning.

PIP (Performance Improvement Process) — if the problem has not been resolved through written counseling, if the circumstances warrant it, or both, the individual should be placed on PIP.

- The Director of Operations and Supervisor, after review of the employee's corrective counseling documentation, will determine the length of PIP.
- Typically, the PIP period should be at least two weeks and no longer than 60 days, depending on the circumstances.

At the completion of the PIP period, the Direction of Operations and Supervisor will meet to determine whether the employee has achieved the required level of performance and to consider removing the employee from PIP, extending the period of PIP, or taking further action.

Should PIP be completed successfully, the employee should be commended, though cautioned that any future recurrence may result in further disciplinary action.

TERMINATION OF EMPLOYMENT

Upon termination of employment, either voluntary or forced, all outstanding advances or PTO advances taken by a terminated employee will be deducted from the final paycheck by the payroll department.

On the final day of employment, the supervisor/general manager must receive all keys and any company

property (including training materials) from the employee.

Direct deposit account will terminate, and the employee will pick up his or her final payroll check from the G.M. or Supervisor at the time it is issued. The final check shall include all earned pay and any reimbursements due the employee.

RECREATIONAL ACTIVITIES/SPONSORSHIPS

The Mendoza Company recognizes that recreational, social, community service, and cultural activities during non-working hours are beneficial to the company, its employees, their families, and our community. Employees are encouraged to participate in such activities but are under no obligation to do so. The Mendoza Company may provide financial assistance for equipment, supplies, fees, and similar expenses on a case-by-case basis. Requests for such assistance shall be made to the Owner/Operator and such requests shall describe the activity in detail, including specific information respecting the use of the assistance provided. Employees are solely responsible for their safety and well-being while traveling to or from or participating in the activity.

The Mendoza Company will also consider reasonable requests for financial assistance or sponsorships of youth recreational teams or community organizations or local schools on a case-by-case basis. Any such requests shall provide the same detailed information as required in the preceding paragraph and shall be directed to the Owner/Operator. Under no circumstances does the company assume any liability or responsibility for personal injuries or property damage that might occur during or arise out of the activity for which financial assistance or sponsorship is provided. Any employee participation in such activity shall be voluntary.

EMPLOYEE TRANSFERS

The Mendoza Company employees are allowed to transfer with the approval of the responsible Supervisors.

SAFETY & SECURITY:

MAJOR CRIME

The police must be immediately notified of any serious crime that occurs in the restaurant. If a major crime occurs, such as robbery, burglary, arson, assault in which an injury occurs, or an arrest, contact the General Manager/Supervisor immediately, ***after calling the police.***

ROBBERY

A robbery is a tremendously emotional and trying experience. McDonald's number one concern in this situation is that its employees come out of a robbery unharmed. To ensure the safety of our employees, the following procedures must be followed.

- If anyone enters the restaurant with a weapon and/or states that they have a weapon, and demands money, no Mendoza Company employee is to resist. Employees will cooperate by turning over the requested money.
- Do not volunteer money not requested.
- Do not follow the robber(s) from the restaurant. Resisting in a robbery or following the robber(s) from the restaurant could increase the chances of employee injury.
- Be observant to ascertain the description of the robber(s) and any vehicles used. Note the direction they go when they leave.

- What to do after the Robbery:
 1. Make sure all employees and customers are okay.
 2. Lock the Doors. It is now a crime scene.
 3. Call 911.
 4. Call Your General Manager. If He or She is unavailable, Call Your Supervisor.
 5. If local media arrives, Call your General Manager. Do not allow anyone to talk with them until you are told to do so.
 6. Cooperate with the Police, answering all questions, telling them that when the loss information is assessed they will be informed.

ACKNOWLEDGING RECEIPT OF EMPLOYEE MANUAL

I have reviewed the *Management Employee Manual* that outlines the policies, practices, and benefit guidelines of the company, and I have read, and I understand the information contained in the manual. (The manual may come in a form electronically or as hard copy posted in the manager's office)

Since the information in this manual is necessarily subject to change as situations warrant, it is understood that changes in the manual may supersede, revise, or eliminate one or more of the policies in this manual. These changes will be communicated to me by my supervisor or through official notices. I accept responsibility for keeping informed of these changes.

Employee's Signature

DATE _____

Name [Please Print]

DATE _____

This manual is intended to provide directions, policy and communications on every aspect of the Mendoza Company organization. However, it is impossible to guarantee that everything has been covered 100%. Therefore, the Owner/Operator reserves the right to make additions, changes, or deletions of this manual as necessary for the welfare of the business and organization and also what is in the best interest of the customer and employees.

Revised 1/2026