

MADE

AT



Your guide to life at **McDonald's**
for our salaried office teams

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Contractual

Sections highlighted in yellow are contractual

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INTRO TO McDONALD'S

Welcome to McDonald's.

We're here for a purpose- to make delicious feel-good moments easy for everyone. This handbook tells you what you need to know about working with us from your first day onwards. It 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. Some parts of the handbook are contractual, that means together with your contract of employment they are part of your terms and conditions. We will let you know what is contractual by highlighting it in yellow.

This handbook replaces any previous handbooks you may have seen. To keep up with the law or if we decide to do something different or new, we might make some changes to this handbook. We'll let you know if this happens.

What's in this section?

- Our history
- Good food
- Good neighbour
- Good people
- Our vision, purpose and promise



“ I love coming to work and enjoy what I do. Most days are completely different which is great and you never get bored. ”

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Our history

In 1974, the first set of golden arches appeared in the UK in Woolwich, offering our customers “The United Tastes of America”. By 1986, we’d opened our 200th restaurant in Ipswich, launched Happy Meals, began operating Drive-thrus and opened our first franchised restaurant!

We’ve come a long way since then... we now have over 1,400 restaurants across the UK and Ireland owned by over 190 franchisees serving over 3.5 million customers every day. But our impact doesn’t begin and end with the number of Big Macs, Veggie Wraps or coffees we sell. It goes so much further than that. It is in the 2.1 million jobs that McDonald’s, and our franchisees, have created in the past 45 years, the £35.6 billion we have spent with UK businesses and the £54.4 billion we have contributed to the UK economy!

Good food



Our customers tell us that the main reasons they visit us is for great taste, value and convenience.

We now spend almost £1 billion each year on our food and supply chain in the UK. We only cook free range RSPCA Assured eggs at breakfast and all the beef burgers we sell in the UK contain 100% British and Irish beef. The fish we use for our fish fingers and Filet-O-Fish is sustainably sourced, our coffee is Rainforest Alliance certified and all our organic milk is from UK dairies.

We are also investing in research to raise animal welfare standards and to help farmers reduce their carbon footprint.

Good neighbour

Our community-focused approach is a key part of our success. Since 2002 we have been the official Grassroots Community Partner for all four UK Football Associations for England, Wales, Scotland and Northern Ireland, providing thousands of young people with the chance to get active and play football.

In 2019, we also helped celebrate the 30th anniversary of Ronald McDonald House Charities. There are now 15 Ronald McDonald Houses across the UK, which provide support to families with sick children by building dedicated houses for them next to hospitals where they can stay for as long as they need while caring for a sick child. [Click here](#) to find out more about RMHC.

Our scale also means that we can have an impact on some of the big challenges facing our planet, like climate change. We were the first restaurant company to set global science-based greenhouse gas emission targets, and we are aiming to cut our emissions by 36% by 2030. We are proud that our UK restaurants use 100% renewable electricity and continue to work towards our goal of sending zero waste to landfill.

Good people

Today, we employ over 130,000 people across the UK and Ireland. Our people are key to our success and are the face of McDonald’s for millions of customers every day. We couldn’t do what we do without you, and that’s why we put so much effort into making sure you enjoy your work.

All of our people are different, with a range of reasons for doing the job they are doing. But no matter who you are, what you need or where you’re going, we strive to create a job that works for you. Did you know that nine in ten of our business managers started with us as crew members and a third of our executive team started their career in one of our restaurants?

At McDonald’s, you can expect to be valued and invested in... Each year we invest £43 million in training to develop our people, leaving them better equipped to succeed in whatever their future careers take them on to do.

We’re also focused on creating the right culture for our people to thrive in, as it really influences the way we interact with each other, and how we interact with our customers, franchisees and suppliers. We have three cultural pillars at McDonald’s- ‘Better Together’, ‘Committed to Lead’ and “Customer Obsessed”. [Click here for more info.](#)

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Our vision, purpose and values



At McDonald's, our vision is simply **"Working hard to be the UK & Ireland's best-loved restaurant company"**. Our Roadmap to Best-Loved is our operations plan which provides strategic focus and direction to our business, which helps us remain customer-obsessed and puts our people first.

The below shows our Global Purpose, Mission and our Values. At McDonald's, our values are incredibly important to us and everything we do. Our McFamily lives by these values across the world every day, from our teams working in our restaurants right through to the farmers in our supply chain. For more information, [click here](#).

Our Purpose

Feed and Foster Community

Our Mission

Making Delicious, Feel-Good Moments Easy for Everyone

Our Values



Serve

We put our customers and people first



Inclusion

We open our doors to everyone



Integrity

We do the right thing



Community

We are good neighbors



Family

We get better together

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WORKING AT McDONALD'S

Whether you've just joined us, or you've been with us a while and need a quick refresh, this section will give you all the basic info you'll need to find your way at work.

Remember, if you have any questions your team, your manager and the People Services Helpdesk will all be happy to help!

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“ It's a great place to work! I work in a great team where there is a lot of opportunities to develop skills ”

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Our offices

McDonald's Restaurants Limited

11-59 High Road,
East Finchley,
London N2 8AW

McDonald's Restaurants Limited

1st Floor,
165-167 Trongate,
Glasgow G1 5HF

McDonald's Restaurants Limited

Easterly Road,
Oakwood,
Leeds LS8 2RB

McDonald's Restaurants Limited

6 Victoria Road,
Sutton Coldfield,
Birmingham B72 1SY

McDonald's Restaurants of Ireland

Richview office Park
Clonskeagh
Dublin 14

McDonald's Restaurants Limited (Global)

Cordy House,
91 Curtain Road
London EC2A 3BS

Where we work

Our main office for the UK and Ireland is in East Finchley, London. We also have offices in Sutton Coldfield, Glasgow, Leeds and Dublin, along with a global office in Shoreditch, London. Hopefully you already know which office you're based in, but you can double check in your contract, or ask the People Services Helpdesk.

How we work

At McDonald's, most of us work 9.00am-5.00pm, with an hour for lunch. But this may vary depending on your job role, so take a read of your contract and speak to your manager.

We focus on outputs rather than the numbers of hours you are sat at your desk, that's why we believe in our people working flexibly. Whether that's a part-time working arrangement or working from home, we recognise that giving you these opportunities helps you achieve a healthy work life balance that's right for you. Our flexible working policy outlines our commitment to consider flexible working requests for all our people. Check out our [flexible working policy](#), [application form](#), [remote working policy](#), or speak to your manager if you'd like to find out more. If you need the full details of the Working Time Regulations, you can find them [here](#).

We also like to work smarter on a Friday too! Check out [Focus Fridays here](#) for further info.

In the summer, to make sure you make the most of your weekend, we offer summer working hours. This means that you work slightly longer days from Monday to Thursday but leave for the weekend at 1pm on a Friday! Of course, these working hours depend on your role, so speak to your manager and check out the [summer working hour's guidance](#).

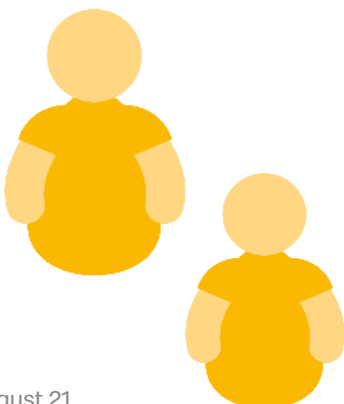
In some of our departments you may need to work overtime from time to time. Where this is the case, you should take time off in lieu. Please don't work overtime without letting your manager know beforehand.

Dress for your day

We want you to feel your most productive and most creative at work- and we understand that in order to do that, being a little more comfortable with what you're wearing is a must.

So we suggest you 'dress for your day' when working in our offices. Whether it is a suit, or jeans- you decide what is appropriate. There are, however, a few items we ask that you leave out of your work wardrobe, such as flip flops or tracksuits.

[Click here](#) for further info.



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How you'll hear from us

Intranet

Our **intranet** site is a one-stop shop, providing you with a ton of info as well as highlighting new promotions and initiatives. Our office teams, franchisees, salaried restaurant teams and operations leaders all have access. Office teams have their own part of the intranet which can be found [here](#).

Ourlounge.co.uk

Ourlounge is our employee website which can be accessed by all of our people. It is updated daily with interesting news stories for our restaurant teams. It also hosts a number of competitions, a photo gallery and our employee discounts site.

Email and Microsoft Teams

In our offices, we use email and Microsoft Teams to talk to each other... along with face to face and phone calls of course. If you've not used any of these channels before, speak to your team as they'll be able to get you up to speed.



We have a team of communication experts at McDonald's who let you know important info via a number of different channels including:

Operations update, Franchisee news and Office update

These are our weekly e-newsletters, which provide you with business info and focus for the week ahead. The Operations Update is for our business managers, the Franchisee News is for our franchisees and the Office Update is for our office teams. So you know what's going on in the business, you'll receive all three once a week.

Town hall

The monthly town hall meetings provide you with an insight into how the business is performing and looks at upcoming initiatives. It's a great opportunity for you to get to know some familiar faces across the business and be the first to hear what our departments will be working on. You'll be sent the dates of our town hall meetings through a calendar invite, if you're not based in East Finchley you will be able to watch it via live stream from wherever you are.

Based in Shoreditch? You will be invited to a virtual town hall with your function from the USA. You will also receive a variety of communication directly from your team.

NABIT

This stands for the Nuts and Bolts Integration Team and it is delivered in a number of parts:

- **NABIT Bundles** – face to face training session for all of our restaurant teams. These are usually twice a year
- **NABIT Updates** – a digital booklet about food promotions for restaurant teams. These are usually once a quarter
- **NABIT Lite** – an office version of the NABIT Update
- **NABIT Target and Train** – an on the floor training for restaurant teams usually 20-30 minutes long before each food promotion
- **NABITtv** – A suite of training videos about upcoming food promotions and other initiatives for our restaurant teams

How we talk

When you start working for us, you'll soon find that there are lots of words and phrases that are unique to McDonald's. By using the McDonald's dictionary you can learn the difference between CSAT and KVS! [Click here](#) to find out more.





Your probationary period

Office grading

All of our UK office salaried staff are graded into one of ten job grades, ranging from Grade 10 to Grade 1, along with our Vice Presidents, Senior Vice Presidents and a Chief Executive Officer.

Your job grade will determine your salary, your bonus and other benefits.

Our global grades work in a slightly different way to the UK, so please speak to your manager or HR Business Partner if you have any questions.



To make sure that everything is going well for you within your role, when you start working with us you will have a probationary period. This is usually three months from the date you start, but check your contract, or speak to the People Services Helpdesk, as it may differ based on your role.

Expenses

Whilst at work you may incur expenses, whether you've paid for them personally or on a company credit card (Global only). These should be reclaimed on our electronic 'Expense Claim Form', which you can find on the [intranet](#). We expect you to be careful with your expenses, spending decisions should be made in the best interest of McDonald's.

If you want to learn more about our expenses policy, [click here](#).

Travel and staying away

If you need to book travel and accommodation for company business, you should book it through our travel management company, [Egencia](#). You should travel by standard class only and when you're travelling in London, you should use the underground when you can. If public transport is not available or appropriate, taxis may be used for travel to and from business meetings and functions. You shouldn't travel by taxis between home and work.

If you receive compensation for a delay to your travel, you can keep this money as it compensates you for what may have been a stressful experience. If your travel or hotel accommodation is refunded for any reason, this should be paid back to McDonald's.

To learn more about our overnight accommodation principles [click here](#). To read our full expenses policy, [click here](#). If you are based in Shoreditch, speak to your HR Business Partner.

Working in our restaurants

What better way to learn about our restaurants, than to go and work in one for a few days. Regardless of your role in the office, we ask that if you are new to McDonald's you spend a few days working in one of your local restaurants to really understand how our operations work.

Your manager and the People Services Helpdesk will organise this for you. Before you start your shift, please review our [restaurant handbook](#), particularly the sections on what you need to wear, fitness to work, hygiene and safety and food safety.

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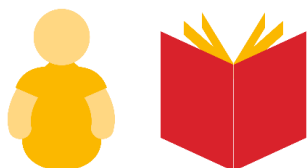
Your development

We recognise the importance of developing our people to ensure they have the right level of knowledge and skills to be able to shine. We have a whole team dedicated to learning and development, ensuring we develop the best talent, leadership and technical skills within McDonald's to achieve our business goals.

We help to develop our people in a number of ways, such as specific in-house development courses, external courses, secondments, lateral career moves, working in our restaurants and further education such as degrees and apprenticeships.

You should be requesting frequent feedback about your development needs from different people across the business, so you can create a development plan with your manager in one of your check-ins.

[Click here](#) to find out what courses are currently on offer within the Hamburger University- which is the fancy name for our training facilities at McDonald's Head Office.



Your performance

Having regular performance conversations is a great way to make sure we're supporting you to do your very best. It's also a way to explore how you can develop for the future.

When you first start with us, you should set a few SIMPLE goals with your manager and add them to the performance section on [MyStuff 2.0](#). These goals will give you clarity about what you should focus on and will help you prioritise your time. You should update these as often as you need to, but we suggest that you write new ones at least every year in January. We have created a number of guides which give you tips on how to write specific, important and measurable goals, [check them out here](#).

Once you've set your goals, you should have regular check-ins with your manager to discuss how you're doing along with a career conversation at least once a year. These can be as often as you both agree, but should be a two-way process.

Twice a year, you will have a more formal conversation about your performance, where you and your manager will look at your progress against your goals and the [BEST model](#). We call these conversations your mid-year conversation and your year-end conversation and they tend to be around June and January time. Before you sit down for these chats, you should add a few points to discuss on the performance section of [MyStuff 2.0](#). Don't worry, you will receive a reminder of the timelines nearer the time via the office update.

During your year-end and mid-year conversations, your manager will share your performance rating with you. Your performance rating at year-end will determine the pay rise you may receive.

Check out the [motivating performance pages](#) on the intranet to understand more about our performance process. It's also worth having a read of the [pay and benefits](#) section of this handbook to understand how we pay for performance.

Please note, if you are based in Shoreditch you will need to complete this process outside of MyStuff 2.0 with your manager.

Performance ratings

4- Exceptional Performance

3- Significant Performance

2- Some Improvement Required

1- Unacceptable Performance

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Your personal info

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

You can check your personal information, which includes payslips, 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 it on My Addresses in MyStuff. You should also read our [moving for personal reasons policy](#).

If you become aware of any loss or unauthorised disclosure of data, you must immediately inform your manager.

To understand more about the personal information that we collect, and how we may share it with third parties, have a read of our [employee privacy statement](#) and our [data protection policy](#).



Our people systems

At McDonald's, we have a few different people systems depending on what you need to do:

- **MyStuff 2.0** is our HR system. You will use it for a number of tasks, such as completing performance reviews, recording your goals, editing your details, viewing your payslip and requesting your holidays
- **CAMPUS** is our learning management system. You will use it when you need to book an in-house course, or when you need to run a webinar
- **Headlight** is our talent management system. You will use this to share your career aspirations with us
- **FRED** is our one-stop-shop for all learning reference materials

Every few months, we also gather your anonymous feedback about working for McDonald's via a **'Love to Listen survey'**. If you work for a global team you'll also receive 'Pulse survey'. We really appreciate the feedback you share with us, as it helps us make McDonald's an even better place to work!

If you need any further help with these systems, speak to your team, your manager or the People Services helpdesk.

Our People Services Helpdesk

If you need further info relating to your job at McDonald's, speak to our People Services Helpdesk.

They can help with:

- Employment policies, legal queries, general disciplinary and diversity issues
- Benefits and pay including bonus and pension schemes, private medical care, service awards and employee discounts
- How to access our lounge, MyStuff 2.0 or CAMPUS
- Reference requests

Call **0345 606 0321**

or email: peopleservices@uk.mcd.com



Payroll Helpdesk?

For all payroll queries, e.g. salary payments or tax reclaims, you can contact the payroll team directly.

Email: payroll@uk.mcd.com





YOUR PAY AND BENEFITS

At McDonald's, we believe in rewarding our people for great work. As well as competitive salaries, we offer fantastic perks and recognition programmes too- including a **bonus scheme**, **sabbaticals** and **private healthcare**.

You may want to check out the **holiday** and **wellbeing sections**, as these show some of the other benefits you'll receive!

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- Your pay
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“ The company really looks after its people, you feel valued and supported by management and are rewarded for your efforts ”

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Location weighting allowance

Dependant on your place of work, you may be entitled to a location weighting allowance.

You will be paid this allowance alongside your pay on the 15th of each month, but it doesn't form part of your basic salary. If you work part time, your allowance will be pro-rata.

For further information about whether are eligible for this allowance, [click here](#).

Pay reviews

We offer yearly pay reviews, the current percentage increases for these reviews can be [accessed here](#).

Please be aware that these percentages may change from year to year and there is no guarantee that your pay will increase. If you have reached the maximum salary in your band, you may only receive 50% of the increase that you would have been awarded. [Click here](#) to see our current salary bands.



Your pay

Our paydays are the 15th of each month, but if it falls on a weekend or bank holiday you will receive your pay on the previous working day. You will receive your pay two weeks in arrears and two weeks in advance by direct transfer to your bank account (or most building societies). On **MyStuff 2.0**, you will be able to change your bank details and access your payslip.

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 or contact the Payroll Helpline by emailing payroll@uk.mcd.com.

If you have a tax query, you should check your **personal tax account** or contact the tax office, their details are below. Please quote reference 961/9900800 and your NI Number.

HM Revenue and Customs
BX9 1AS

Telephone: **0300 200 3300**

Pay reviews and bonuses

As mentioned in **Working at McDonald's**, each year you will receive a performance rating which will influence your bonus and pay increase. This means that our best performers will be rewarded with a higher bonus and a higher percentage increase to their salary.

Your performance will be classified as one of the four performance levels, however these may vary.

4- Exceptional Performance

3- Significant Performance

2- Some Improvement Required

1- Unacceptable Performance

Bonus scheme

We believe in sharing business success with our people, we do this through our annual Target Incentive Plan, TIP. The greater the business successes, the higher the value of your reward. The UK&I follows a global Target Incentive Plan (TIP) framework that is linked directly to business performance measured through operating income, comparable guest counts, system-wide sales and your performance and contribution.

You can find out more information about the UK and Ireland office bonus scheme [here](#). If you are seconded to MGFL, please speak to your HR Business Partner.

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Pension scheme

Discount site

So you can make your hard earned cash go further, we've got an exclusive discount site accessible via [ourlounge](#).

There's money off supermarket essentials, high street treats, big days out for less and dream holidays – and these are just a few of the 1,600 offers available. The site is updated regularly, and fantastic new offers are added all the time.

Discount app

We offer all of our employees the opportunity to purchase their favourite McDonald's meal in their local restaurant at a discounted price, via the My McDonald's App.

All you need to do is register for the app using your @mcd.com email address.

The full range of discounts are shown on the 'deal' tab, but include fantastic offers like a medium Extra Value Meals for £2.29!

If you are new to McDonald's, it is likely that we've auto-enrolled you into our Salaried Stakeholder Pension, managed by Aviva. If you've been with us a while, you'll either be a member of our Salaried Stakeholder Pension, managed by Aviva or our Final Salary Pension, which is a scheme managed by Willis Towers Watson.

Please find our current contribution rates below. If you are a UK Grade 3 or higher, you will qualify for a Band 3 contribution, regardless of your age and how long you've worked with us.

Band	Tier	Employee contribution	Employer contribution
Auto Enrolment (salaried employees)		4%	4%
Band 1 Age plus service <35	1	4.50%	4.50%
	2	5% or more	5% max
Band 2 Age plus service 35 - 54	1	4.50%	6.75%
	2	5% or more	7.5% max
Band 3 Age plus service 55+	1	4.50%	9%
	2	5% or more	10% max

Our automatic enrolment administrator, BenPal, will email you details of your pension. If you want to amend your contribution visit the [BenPal website](#).

If you want to know what happens to your pension after you've left McDonald's, check out our [moving on](#) section.

Life assurance

If you are a permanent salaried member of staff and under 75 years of age, you will be covered by our Life Assurance Plan, which is the value of 1 x basic salary. If you contribute a minimum of 4.5% of your basic salary in to your pension, your life cover will be increased from 1 x basic salary to 4x basic salary, subject to terms of the scheme.

Company cars

We understand that some of our people may need a car for business, or for personal reasons, so at McDonald's we offer company cars. Currently, if you are UK grade 5 and above you are entitled to a company car, or a cash alternative. If you are a grade 6, a company car is determined on a business need only basis. Your company car may only be driven by yourself, another company car driver or an authorised driver.

If you have a company car, you should use it for company business wherever possible. If you use other transport methods, you should have approval from your manager. To find out more about our company car policy, along with how to apply for a car, [click here](#). To read our expenses policy, [click here](#).





Your recognition and awards

Lunch

If you work in East Finchley, you will receive a complimentary lunch within the staff restaurant whilst you're at work.

If you work in one of our other offices (apart from Shoreditch) you will receive a complimentary lunch from the nearby McDonald's whilst you're at your workplace (where available).

Laptop and mobile phone

Dependant on your role within the business, we may provide you with a company laptop, headset, mouse and/or mobile phone.

We expect you to look after this property, like it's your own, and if it is stolen or lost you must report it straight away to

itcustsupport@uk.mcd.com

Check out our [IT acceptable use policy](#) and our [expenses policy](#) for more info.



At McDonald's, we like to recognise the amazing work our people do. We celebrate their achievements with the following awards:

Service Recognition Awards Programme

We celebrate continuous service by awarding our people with gift vouchers or reloadable cards from popular retailers. The amount you receive depends on how long you've been with us:

- 5 years- £75
- 10 years- £200
- 15 years- £350
- 20 years- £500
- 25 years- £750
- 30 years- £1000
- 35 years- £1250
- 40 years- £1500
- 45 years- £1750

To recognise 25 years of continuous service, you will receive a crystal trophy and your name will be displayed on our digital Recognition Wall at MHQ, which recognises the significant contribution of those employees and franchisees who have dedicated more than 25 years of service to McDonald's. As our founder Ray Kroc once said 'You're only as good as the people you hire' and the wall is a lasting testament to their passion and commitment.

Holiday Award

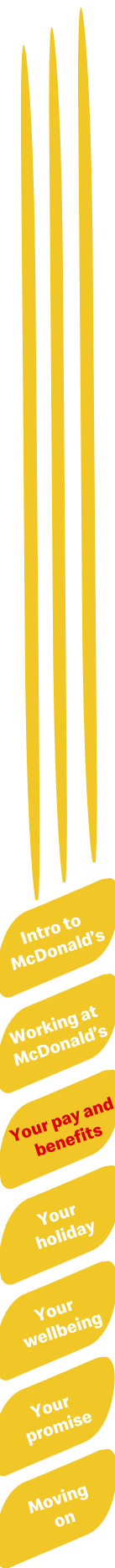
The Holiday Award recognises six people, twice a year, for their amazing contribution to McDonald's UK and Ireland over the previous six months. Each winner receives £2,500 worth of holiday vouchers plus one additional weeks' holiday entitlement, winners must take their extra leave within 1 year of winning.

Circle of Excellence

This yearly award recognises teams who have made a brilliant contribution to the McDonald's business. It recognises 12 cross-functional teams globally who have achieved significant and measurable business results that have contributed to our business, from market to global level.

President's Award

This award recognises a select group of salaried employees on a yearly basis, who have achieved outstanding results through their vision, inspiration and leadership. All salaried office employees (with the exception of grade 1s and above) with at least 3 complete years' service at the end of the previous year are eligible to be nominated.





HOLIDAY AND OTHER LEAVE

Even though most of us love our work at McDonald's, we all need time away . For most of us, this will just mean using our normal holiday entitlement, but there may be times when you need leave for other reasons. We have different sorts of leave that you can apply for, such as family friendly leave, compassionate leave and even sabbaticals.

Take a read of this section to find out more.

What's in this section?

- Your holiday
- Family friendly leave
- Sabbatical leave
- Other leave



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Your holiday



We know that if you take regular holidays and breaks from work, you will be more energised and more motivated. At McDonald's, we offer the below holiday allowance, so you can take a break, switch off and relax.

Bank holidays

Along with your holiday allowance to the right, you are entitled to the usual eight bank holidays each year. Dependant on your role, and as agreed by your manager, you may need to take days off in lieu of these holidays.

Bank holidays that occur during your annual leave don't count against your annual leave allowance.

Work part time?

If you work part time, your holiday allowance and bank holidays will be pro-rotated.

If you move from full-time to part-time, or vice-versa, your allowance for the year will be pro-rated to take account of the change. Any leave already taken will be deducted.



Service requirement	Holiday entitlement for full time staff (excluding bank holidays)
Under 1 year's continuous service	2.33 days per complete calendar month's service
Over 1 years' continuous service	28 working days
Over 3 years' continuous service	30 working days

Other points to note about our holiday policy:

- We'd love you to take your birthday off as part of your annual leave, so you can spend the day with your friends and family celebrating. But this is of course at your discretion
- Most of our people take half a day of leave on Christmas Eve and New Year's Eve, so they can miss the festive traffic. Whilst we encourage you finishing at 1pm, it is at your discretion and dependant on your role. Please be aware, our East Finchley restaurant will close earlier on these days.
- McDonald's holiday calendar works in line with the calendar year- 1st January to 31st December
- You should request your Holiday on MyStuff 2.0 as soon as you can. We'd prefer it if you do this at least four weeks' in advance, however speak to your manager to check. If you're manager isn't based in the UK you should email them for approval as well
- We'd prefer it if you didn't take more than two weeks off at a time, however speak to your manager for special circumstances
- If you become eligible for a higher annual leave allowance part way through a year, your allowance will be pro-rated to take into account the higher entitlement for the rest of the year. Any fraction of a day's leave will be rounded to the nearest half day
- If you are on secondment in the office, you will follow the office annual leave holiday entitlement during your secondment
- Your holiday entitlement can't be carried forward to the next holiday year, unless you were unable to take holiday due to extreme circumstances. If this is the case, you can't carry more than 5 days forward- if you are part-time this will be pro-rated

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Family friendly leave

IVF and fertility treatment

If you are planning IVF or 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 while you're undergoing treatment, your manager will try to make sure that these are made.

Neonatal

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, [click here](#).



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 for you if you're pregnant or a new mother. We support our new parents from the moment you tell us your good news to when you give birth – and beyond. You can take up to 26 weeks' ordinary maternity leave and up to 26 weeks' additional maternity, totalling to a year off with your new-born.

Depending on how long you've worked with us, you may qualify to receive the equivalent of 13 weeks' at full pay, followed by 13 weeks' at half pay, paid as a 'top up' to any Statutory Maternity Pay already provided by the Government.

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 antenatal appointments.

Want to read our full salaried maternity policy? [Click here](#).

Adoption or surrogacy leave

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

Want to know more? [Click here](#).

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 want to ensure that our people have the support and flexibility to spend time with their new family. After 1 year's service we offer 4 weeks company paternity leave and pay. [Click here](#) to find out more.

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. [Click here](#) to find out more.

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 looking 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. For more information on parental leave, [click here](#).

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Other leave

Sabbatical leave

Sabbaticals allow our people to take some time out to escape their work life, spend time with their families and friends, relax and rejuvenate. We know that this break helps our team's productivity, creativity, wellbeing and increases their morale.

That's why we offer an additional eight weeks paid leave every 10 years. To find out more info about this exciting perk, check out the sabbatical leave policy [here](#).

Military leave

We value the contribution that members of the Reserve Forces make. Most importantly, you will never suffer any disadvantage for telling us that you are a Reservist. 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. For more information on our military service policy, [click here](#).



Compassionate leave

We know that the death of someone close can affect people in different ways and having the opportunity to grieve is essential. If a close friend or relative dies, please let your manager know as soon as you can so they can support you during this hard time. You may also want to contact our **Employee Assistance Programme**, who offer 24/7 advice and support. You can take a day's paid leave for the funeral, along with a further four days paid leave to help you grieve. Everyone deals with loss differently, please speak to your manager if you require further time off and they will do their best to arrange it.

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 six 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. [Click here](#) more information.

Jury duty

If you're called for jury duty, let your manager know straight away so we can make the relevant arrangements. We'll make sure that you continue to receive your normal salary during this period.

Time off to train

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. [Click here](#) to read our time off to train policy.

Emergency leave

We get that life can be unpredictable, so whatever the situation, we'll always try and give you a reasonable amount of paid leave in an emergency. We trust that you'll only ask for emergency leave when you really need it. It's really important that you speak to your manager as soon as possible if you need to take emergency leave. And make sure you keep in touch with them so they know when to expect you back in work.

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.

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YOUR WELLBEING

Your happiness and health are really important to us. We care about your wellbeing – your physical health, mental health, and other things that are important to you like friends and family.

We'll make sure you get proper breaks and rest periods and we'll support you if you're unwell – including free private healthcare.

What's in this section?

- Looking after yourself
- If you're unwell
- Menopause
- Private healthcare
- Employee assistance programme (EAP)
- Doctor @ Hand
- Transitioning
- Eye tests
- Emergency loan
- Your safety
- Reasonable adjustments



“ The culture here at McDonald's is by far the best, it's welcoming, committed and fair. **”**

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If you are feeling unwell

Looking after yourself

It's really important to us that you try to look after yourself. We know that's easier said than done, but ensuring you have a good work life balance, regular holidays, lunch breaks and catch ups with your manager really help.

Energy levels can be boosted by the right foods, mindfulness and exercise. We sometimes hold webinars and sessions about these topics so keep an eye out for any invites that may be sent within the office update.

Remember- we have a gym within our East Finchley Office - find out more information about [them here](#).

For further information on how to look after yourself, take a read of our [mental health policy](#) and our [mental health toolkit](#).



If you're not well enough to work, you should call your manager as soon as you can and tell them what's wrong and when you'll be likely to return.

We understand that sometimes you may not be able to make the call yourself. If this is the case you should get a friend or family member to let your manager know. Make sure you keep your manager posted about how you feel and when you will likely return to work.

Do I need to show any evidence?

You should self-certify your sickness up to and including seven days using the Self-Certification Form available from your doctor or on our intranet. You need to fill this in and give to your manager. If you're off sick for over seven days, you need to get a Fit Note from your doctor to cover your absence from the eighth day onwards. If you want to keep the original Fit Note that's okay - you can hand your manager a copy.

We may ask you to get a Fit Note from your doctor before the eighth day of your absence - but we'll only do this in exceptional circumstances and we will pay you back if there's a charge for this if you give us your doctor's invoice. You or your manager should record all your sickness absence on MyStuff 2.0.

Will I be paid while I'm sick?

If you've passed your probation period, and followed the above steps, we will make sure that you receive your normal pay for up to 4 weeks' in any tax year (by making up the difference between your Statutory Sick Pay and your normal earnings). If you are part time, this will be pro-rated.

When you come back to work, we'll check in to see how you're doing

When you're well enough to come back to work, your manager will have a 'return to work' chat with you. It's a chance to talk about how you are, to catch up on anything you've missed, and to think about what we can do to help you stay well.

For further information on our sickness, absence and notification procedure, [please click here](#).

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.

[Click here](#) to read our policy setting out the support available to anyone experiencing the menopause.

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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 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! [Click here](#) to find out more and register for the service.

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. [Click here](#) to have a read.



Private healthcare

To save you time and for your piece of mind, we offer a free private medical cover programme, provided by AXA Health, subject to the rules of the scheme. Not only do you receive this cover, but your spouse, or civil partner, and any dependent children up to the age of 25 can also receive a free membership (subject to eligibility rules in force from time to time).

If you are a salaried member of our office team, you will be immediately covered with private medical healthcare. You will receive full details of your scheme annually by our current Healthcare provider, AXA Health. If you need to make a claim, please call the AXA Health Helpline on 01892 504 472.

The Inland Revenue regards membership of the scheme as a 'benefit in kind' and will assess the subscriptions the company makes on behalf of employees for income tax liability. This liability will be collected through Payroll along with other income tax.

For further info on our scheme, [click here](#).

Employee Assistance Programme (EAP)

We know that 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.

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 browse a huge range of information on a variety of practical, medical and wellbeing topics, including support for managers.

Don't worry using EAP is completely confidential to you. Simply give our provider a call on **0800 0727 072** – it's free, or visit axabesupported.co.uk (username: mcdonalds, password: supported). You can call as often as you like - support is 24/7 to take your call and you can call about the same issue or different issues.

Eye tests

If you use a computer for more than 4 hours a day, you may be eligible for a free eye test. You can use any optician you want, but it must cost less than £30 a year. If you need glasses or your eye sight deteriorates, we will pay you for your glasses up to the value of £100 a year (which includes lenses).

[Click here](#) to read our eye testing policy.

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Emergency Loan

We have an Emergency Loan Scheme, up to £2,000, to assist you if you encounter genuine, unexpected financial emergencies.

If you wanted to apply for a loan, you will need an emergency loan form and return it to your HR Business Partner, explaining why you need it, the amount you need and your repayment period. This application will then be sent to your Department Head for approval.

[Click here](#) to find out more info.



Your safety

Your safety really matters at McDonald's and we are committed to minimising the risk of injury or ill-health to our people. We have a duty to you, and your visitors, to ensure that our offices are a safe place to work .

As you know, we've got 5 different offices in the UK and they all have their own Health and Safety policy which you can read below:

- [East Finchley Health and Safety Policy](#)
- [East Finchley Evacuation Plan](#)
- [Sutton Coldfield Health and Safety Policy](#)
- [Glasgow Health and Safety Policy](#)
- [Oakwood, Leeds, Health and Safety Policy](#)
- [Shoreditch Health and Safety Policy](#)

Workplace violence

We're committed to providing a working environment that is safe and free of physical threats and violence of any type. We aim to ensure that all our people are treated and treat others with dignity and respect.

Click [here](#) for our **Workplace violence prevention policy**.

First aid

If you have an accident or feel unwell whilst in the office, we have a number of trained first aiders. Find out who your office first aider is on the intranet, by clicking on the relevant office [here](#). If you are based in East Finchley, you can find your first aiders out [here](#).

Fire evacuations

Every department or group of departments is supported by a dedicated fire warden and deputy. Make sure you speak to your manager, or team, to learn who your team's fire warden is. In the event of an evacuation, the fire alarm will sound as a continuous ring tone. You should leave the building immediately using the nearest fire exit route, please don't return to your desk! For further info on where your assembly point is, click on the relevant health and safety policy above.

Reasonable adjustment

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.

[Click here](#) to read more on our disability in work and reasonable adjustments policy.



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YOUR PROMISE TO US

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 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 need to take formal action

What's in this section?

- Standards of Business Conduct
- Whistleblowing
- Grievances
- Informal action
- Formal disciplinary action



“ It is a great company with a great culture that encourages you to 'put your hand up' and encourages you to grow as in individual **”**

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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.

You are responsible for disclosing any actual or potential conflict of interest situation to both the Global Compliance Office and your manager. If you're not sure there's a conflict, talk to your manager or our People Services Helpdesk.

Receiving gifts

Some outside contractors or suppliers of goods and services may give small gifts to you at Christmas and other times to say thank you.

You may accept small token gifts in these situations if such gifts comply with our **gifts, favours and business entertainment policy**. [Click here](#) to read the policy.



Standards of Business Conduct

At McDonald's, we have a global Standards of Business Conduct guide to the ethical and legal responsibilities that we share as members of the McDonald's family. This is not a complete rulebook that addresses every ethical issue that might arise, and is not a summary of all laws and policies that apply to McDonald's business. It is not a contract, and it does not replace good judgment. Rather, the Standards give us guidance and direct us to resources to help us make the right decisions.

You can access the full [Standards of Business Conduct here](#).

As part of McDonald's commitment to the highest standards of ethical and legal conduct wherever we do business, you will need to certify electronically, periodically that you have read the Standards of Business Conduct. You will need to confirm that you will live up to the responsibilities and expectations described in the Standards.

We have highlighted some headlines from our business conducts over the next couple of pages, but please read the full guide [here](#).

You may also want to take a read of our [public disclosure policy](#) and our [human rights policy](#).

Managing close relationships at work

McDonald's is focused on having a professional and safe workplace for all our people. For this to work out, we're all responsible for maintaining such an environment. Due to the amount of people that we employ along with the amount of time we spend at work, it's not surprising that some of our people may have a close personal relationship with a colleague.

While there's usually no problem with that, we do need to make sure that these relationships don't cause any issues at work, such as favouritism or perceived favouritism or conflict.

We've put together a [managing close relations at work policy](#), just so that everyone knows what to expect when it comes to employing, working with someone you're related to or being in a relationship at work. [Check it out here](#).

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Outside business interests

We all have personal interests we enjoy and causes we believe in. Whilst working for McDonald's, you may not, without the consent of the company, engage in or be interested in any other occupation or business.

The only exception is if you are a holder of shares or other securities of any company where such securities are at the time being quoted on any recognised Stock Exchange and where their interest in them does not exceed 1% of the aggregate amount of such security.

If you are considering taking on any work outside the company, you must have written approval from your manager. This is so we can make sure it doesn't affect your work for us or put you over the maximum working hours allowed by law.

Any questions should be discussed initially with your manager.

Inclusion

At McDonald's, we strive to promote and sustain a working environment, which is free from unlawful discrimination, harassment, victimisation and bullying .

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, inclusive environment is everyone's responsibility.

We aim to make sure that no job applicant or employee is treated less favourably because of their sex, age, marriage/civil partnership, sexual orientation, gender reassignment, disability, pregnancy or maternity, race, religion or belief (these are known in law as "Protected Characteristics") and that no-one is disadvantaged by conditions, requirements or practices which cannot be shown to be just and fair.

The way we recruit and work should ensure that employees are selected, promoted and treated according to their ability and that everyone has an equal opportunity to receive training and development.

We are committed to being an inclusive employer and will therefore always consider ways, within reason, of overcoming difficulties at work due to an employee's disability or chronic medical condition or other personal circumstances. This could involve, for example, adopting different working patterns or making other workplace adjustments.

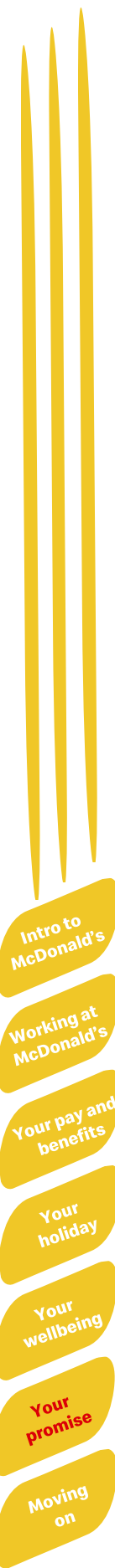
If you experience or witness any inappropriate behaviour, don't feel like you have to put up with it. Talk to your manager as soon as you can who will listen to your concerns and take appropriate action.

For more information click here for our [respect in the workplace policy](#), [anti-bullying and harassment policy](#) and our [diversity and inclusion policy](#).

Confidentiality

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.





Canvassing

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

Requests from the media

As you'd imagine, McDonald's attracts attention from newspapers, TV and radio stations for information or interviews.

If the media gets in contact with you, please refer them to our Press Office via **02038921000** or **pressoffice@uk.mcd.com**. There is a press officer available 24 hours for any emergency situation.

You shouldn't divulge any information to the media, even harmless comments can be taken out of context.



Social media

Social media is a great way for us to keep in touch with friends, talk to our colleagues and network on sites such as LinkedIn. But we need to be careful. Everything that is on the internet, whether that's on Twitter, Facebook, forums, blogs or even on LinkedIn, could be seen by journalists, competitors, suppliers and our customers.

We ask that you think about what you say, and remember our values. Never cause offence or harm to anyone when you're online and don't 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.

We know that some teams use groups such as WhatsApp. These groups aren't overseen or managed by McDonald's and your participation is voluntary- please don't feel like you have to join if you don't want to.

To have a read of our full social media policy, [click here](#).

Using the internet and IT devices

Dependant on your role, we may loan you a laptop or smart phone whilst you work with us. We ask that you use these devices for business purposes only, unless permitted in our **IT acceptable use policy**. The below summarises our policy, which can be found in full [here](#).

- **Software:** You should only use McDonald's approved software on any McDonald's device or system, unless you have approval from your manager or IT
- **Internet:** Access to the internet from McDonald's devices is for business use. Reasonable personal use is permitted, as long as it does not interfere with your job and that all use is in line with the policy
- **Email:** You should not send inappropriate emails from your McDonald's device. Email is the most common method for viruses to attack our systems, so in order to protect McDonald's, do not open emails or attachments from addresses you do not recognise, and report suspicious activity to IT
- **Laptops:** Do not share McDonald's laptops or other devices without the approval of the IT department
- **USBs:** Avoid using USBs except where necessary, as it is more secure to send information by email or secure portal with appropriate security measures



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Work events

We're always pleased to see our people 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. If you're at a work event, rules around your conduct and behaviour do still apply even if you have been drinking.

Ahead of these events, take a read of the business entertainment section of our [expenses policy](#) and our [anti-bullying and harassment policy](#).

Modern Slavery

Modern slavery is unacceptable within our business and supply chains. We have a responsibility to respect the rights of people who work for the Company, and to do business with franchisees, suppliers and business partners that respect human rights for their respective employees. [Click here](#) to read our Modern Slavery Statement.

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. Before you start working with us, we will ask that you upload your documents via an online checking system called NSL.

Full details of the right to work in the UK policy is [available here](#).

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 your 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.

Whistleblowing

Our people are often the first to realise that there may be something seriously wrong within a business, such as theft or fraud. However, they may not speak up because they would feel disloyal or they may be worried about harassment or victimisation.

Our whistleblowing procedure provides safeguards for employees who raise concerns about malpractice in connection with the company. The aim is to provide a rapid mechanism under which genuine concerns can be raised internally.

If, in the unlikely event you have concerns, we ask that you voice them as early as possible. You can raise them via your manager, via People Services or via our business integrity line. For further information, have a read of our [whistleblowing policy](#).



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Grievances

From time to time, our people may have problems or concerns about their work, working environment or working relationships that they wish to raise and have addressed.

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.

The formal grievance procedure is outlined [here](#). Don't worry all grievance proceedings and documentation will be kept confidential.

Disciplinary procedure for performance

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 your catch ups, then follow the Performance Improvement Process- details of this procedure can be [found here](#).

Informal disciplinary action

We all make mistakes and sometimes it's not appropriate for you to be formally disciplined, especially if it's the first time your conduct is not what is expected. On these occasions, we'll usually give you a caution, write up some actions and support you to improve.

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.

The disciplinary procedure comprises two phases, the investigation meeting and the disciplinary meeting. You may be suspended whilst the investigation takes place.

The purpose of the investigation meeting is to gather all of the information, but not to come to any conclusions or make any decision. The purpose of the disciplinary meeting is to review all of the information, possible disciplinary outcomes and make a decision.

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

- **Caution / Reprimand**
- **First Written Warning**
- **Final Written Warning**
- **Demotion**
- **Dismissal**

To read our full disciplinary procedure, [please click here](#). This also includes examples of misconduct which may lead to disciplinary action.

Appeals

If you are dissatisfied with any formal disciplinary action taken, you have the right to appeal against it by writing to the People Services Helpdesk within 14 days of any decision. Appeals may be raised on a number of grounds, which could include perceived unfairness of the action, the severity of the sanction, new information coming to light or procedural irregularities. The full appeals process can be found in the disciplinary procedure, by [clicking here](#).



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IF YOU WANT TO MOVE ON

We hope you like working at McDonald's and want to stay, but we understand that sometimes people want to move on.

This section will give you all the information you need to know if you consider leaving the company.

What's in this section?

- Notice period
- Garden leave
- References
- Holiday pay
- Retirement
- Pension



“ The opportunities to learn more about the wider business and move into different roles is great! ”

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References

To get a reference, you'll need to contact the People Services Helpdesk.

The reference will be based on the facts of your employment – position held on leaving, length of employment and reason for leaving .

Garden leave

After notice has been given by either party, McDonald's may at its discretion ask that you take paid 'Garden leave'.

This means that for all, or part of your notice period, we may ask you to carry out different or no tasks. We may also ask you not to talk to suppliers, customers, employees, agencies or representatives of the company.

Any accrued but unused holiday entitlement should be taken during any period of Garden Leave.



Notice period

If you do decide to leave, unless your contract says otherwise you will need to work the below notice periods, which may be given by either party in writing:

Period of continuous service	Notice required
Probationary period	1 week
0 – 4 years' service	4 weeks
Between 5 years and up to 12 years' service	1 week for each year of continuous service
12 years ' service and over	12 weeks

McDonald's also reserves the right to terminate your employment without notice, upon payment of the salary you would have expected to receive if you worked your notice period. If we have to dismiss you for gross misconduct, we won't give you any notice or payment in lieu.

You will have 90 days from leaving to access MyStuff 2.0 to receive copies of payslips and other personal information. This will be via a new unique login that we will send to you via your personal email address. We also ask that you return all items lent to you by the company, such as mobile phones, laptops and your company car as soon as possible, along with updating your LinkedIn profile to let people know that you no longer work with us.

Holiday pay

If you leave, and have only worked for part of the calendar year, you will be entitled to paid holiday pro-rated to the number of complete calendar weeks worked.

If you have taken more or less holiday than the holiday you've accrued, an adjustment (based on your normal rate of pay) will be made in your final salary payment. If you have taken more holiday, a deduction will be made. If you have taken less holiday, you will receive an additional payment calculated on a pro-rata basis.

If you are dismissed for gross misconduct, resign without notice, or have unauthorised absence and fail to return despite formal company communication, you will only be entitled to the basic holiday entitlement which has been accrued under the Working Time Regulations 1998. You will not be entitled to any additional contractual holiday pay you may have accrued. Any additional holiday given is non-contractual.

You cannot take holiday after notice has been given by either the employee or the company, unless this has been agreed by your manager at the time.



Retiring

It is up to you to decide when is the right time to retire, provided you are still able to fulfil your duties.

You will need to work your notice period mentioned on the previous page, but we would always recommend that you give your manager a heads up as soon as you know when you want to retire. You'll need to give your pension provider 6 month's notice in order to ensure your pension payments are set up for when you leave.

You'll be eligible for a bonus payment on a pro-rata basis for the performance year you were employed, subject to the bonus scheme rules. The payment will typically be paid in the ordinary course of business.

Any accrued annual leave must be taken wherever possible. In any extreme cases where this is not operationally possible, leave will be paid when you leave. Click [here](#) for [retirement guidance](#).



Your pension upon retiring

It's highly likely that you are a member of a pension scheme whilst you've been working for us. Most of our people will have been eligible to be:

- auto-enrolled/ opted into our Salaried Stakeholder Pension (managed by Aviva), or
- a member of our Final Salary Pension (which is administered by Willis Towers Watson).

What is 'the normal pension age' in relation to my Pension?

For members of the Final Salary Scheme, 'normal retirement age' is the minimum age at which a member can retire and have their pension paid without reduction. For most members this will be age 65. For those who are members of our Stakeholder Scheme with Aviva, the default retirement age is 65 but this can easily be changed by contacting Aviva. The minimum age that employees can draw their pension for both schemes is 55.

For further advice and information about your Pension Scheme [click here](#).

Your salaried stakeholder pension when you leave

What happens to the pension contributions I have already made?

Both your contributions and those made by us remain in your pension plan with Aviva. You may add to them at any time or can transfer the value of your fund to another pension plan.

Can I receive a refund of my contributions when I leave?

No. The contributions (both yours and ours) can only be used for pension purposes. You'll have the option of making further contributions by direct debit or transferring the value of your fund to another pension plan.

How will I know how much my pension plan is worth?

Aviva will write to you within 4 weeks of leaving enclosing a valuation statement and details of how you can make further contributions, should you want to.

You will also continue to receive annual statements from Aviva after leaving the company, so be sure to update them if your address changes.

What should I do if I need advice on pensions?

The Aviva helpline on **0345 602 9221** can assist with queries about the pension scheme itself. If you want specific financial advice you'll need to arrange this yourself. For help with choosing a financial adviser, [click here](#)



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Other things to think about upon leaving

- Upon leaving, we will provide you with a temporary login for MyStuff 2.0 for 90 days. Your final payslip and P45 will be available on MyStuff 2.0
- You will need to return all loaned equipment including your company car, mobile phone, security pass and laptop. If you wanted to keep your phone number, please speak to IT
- If you wanted to continue with your private healthcare, you can request a 'continuation of cover' quote from AXA Health. This would allow you to keep the T&C's of our scheme but you'd pay AXA directly, at a higher cost, for your cover.
- Make sure you connect with your colleagues and friends at McDonald's via LinkedIn... they'd love to know what you get up to.

Your UK Retirement Benefits Scheme (known as the Final Salary Pension) when you leave

If you have a final salary pension, you have two options:

Deferred Pension

Your pension can be retained in the Scheme and will be payable from your 65th birthday. This pension will be calculated in the same way as on normal retirement but by reference to your completed pensionable service and final pensionable salary at your date of leaving us. It'll then be increased during the period from leaving up to your 65th birthday as required by law. Such increases are designed to keep pace to some extent with price inflation.

Transfer Value

A transfer payment can be made to the pension arrangement of your new employer or a personal pension plan, provided they satisfy certain conditions. The transfer payment made is calculated as being equivalent in value to your benefits retained in the Scheme. This calculation is carried out on a basis agreed by our Trustees after taking advice from the Scheme's Actuary, and will comply with current legislation.

A statement showing your deferred benefit will be sent automatically to your home address within eight weeks of leaving us. If you wish to consider a transfer of benefits, please contact Willis Towers Watson, details below. You'll then be provided with a 'Statement of Entitlement' setting out the transfer payment available at that time.

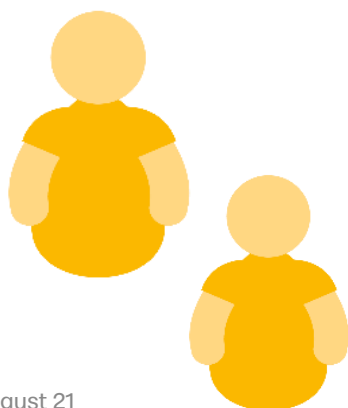
How is my pension calculated?

This'll be calculated as 1/60th of your final pensionable salary for every year of your pensionable service. Pensionable salary is determined on 6 April each year as a rate of your base salary at the time. Final pensionable salary is the highest of your last three pensionable salaries. Pensionable service is the number of years you've contributed to the Scheme, together with any additional periods of service granted from a transfer payment received from another pension arrangement. Completed months of pensionable service will count proportionately.

What should I do if I need advice on pensions?

The helpline at Willis Towers Watson on **01737 788125** can help with queries about the pension scheme itself. You can also email them at mcsadmin@towerswatson.com or login to the member portal at <https://epa.towerswatson.com/accounts/mcs/>

If you want specific financial advice you will need to arrange this yourself. For help with choosing a financial adviser, [click here](#).





CHANGES TO OUR HANDBOOK

We wanted to let you know the dates that we've made any recent changes to our handbook. If you wanted any further information of these changes, or a copy of the previous edition, please speak to helen.alger@uk.mcd.com

Section	Changes	Date
Our vision, purpose & values	NEW – Our Values	October 2020
Our offices	REMOVED – Salford Office	January 2020
Private healthcare	CHANGED - AXA Health	January 2021
UK Retirement Benefit Scheme	ADDED - Members portal address	January 2021
How we work	ADDED – Focus Friday	May 2021
Your Pay and Benefits	AMENDED – Tax Office address and ADDED link to Personal Tax Account	June 2021
Working at McDonald's	ADDED at personal information link to Moving for Personal Reasons Policy	July 2021
Your safety	ADDED – Link to Workplace Violence Policy	August 2021
Retiring	ADDED – Link to Retirement Guidance for Salaried Corporate Employees	August 2021