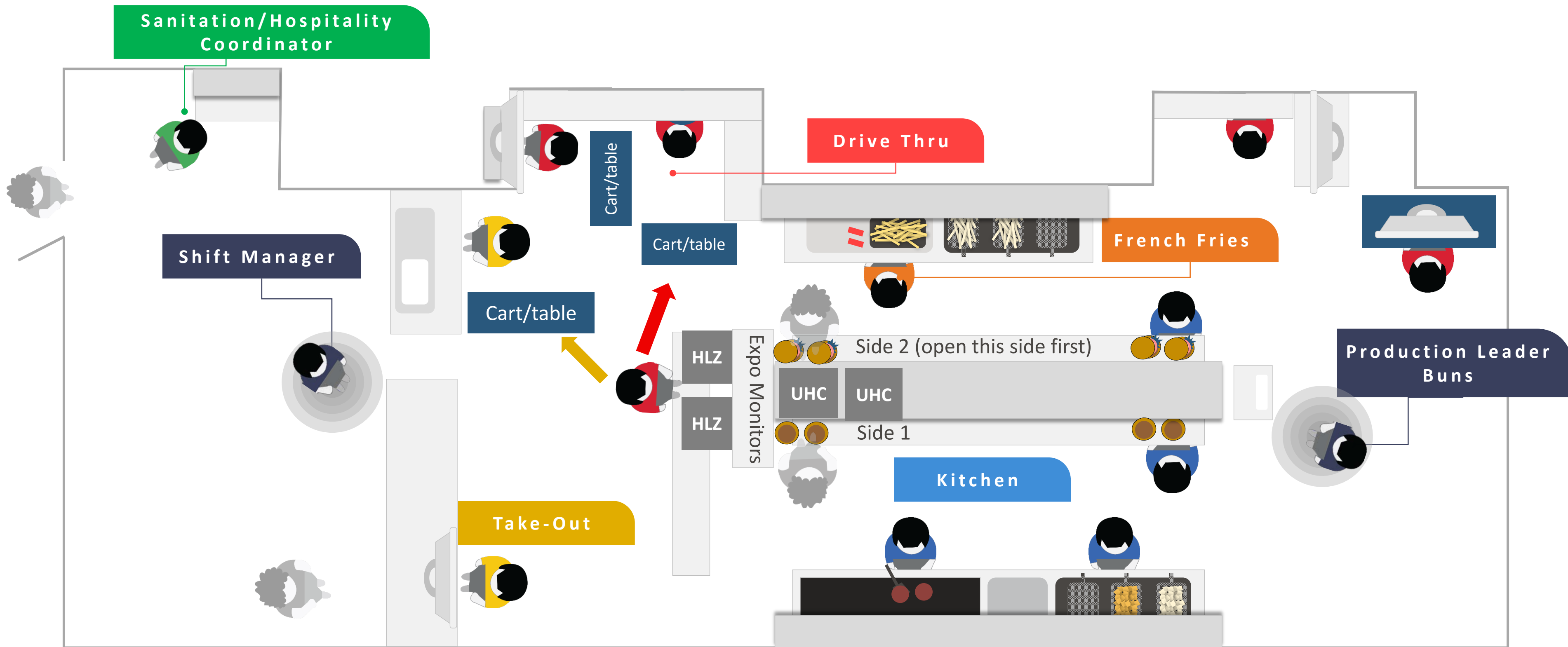


Social Distancing / Regular Menu - Positioning

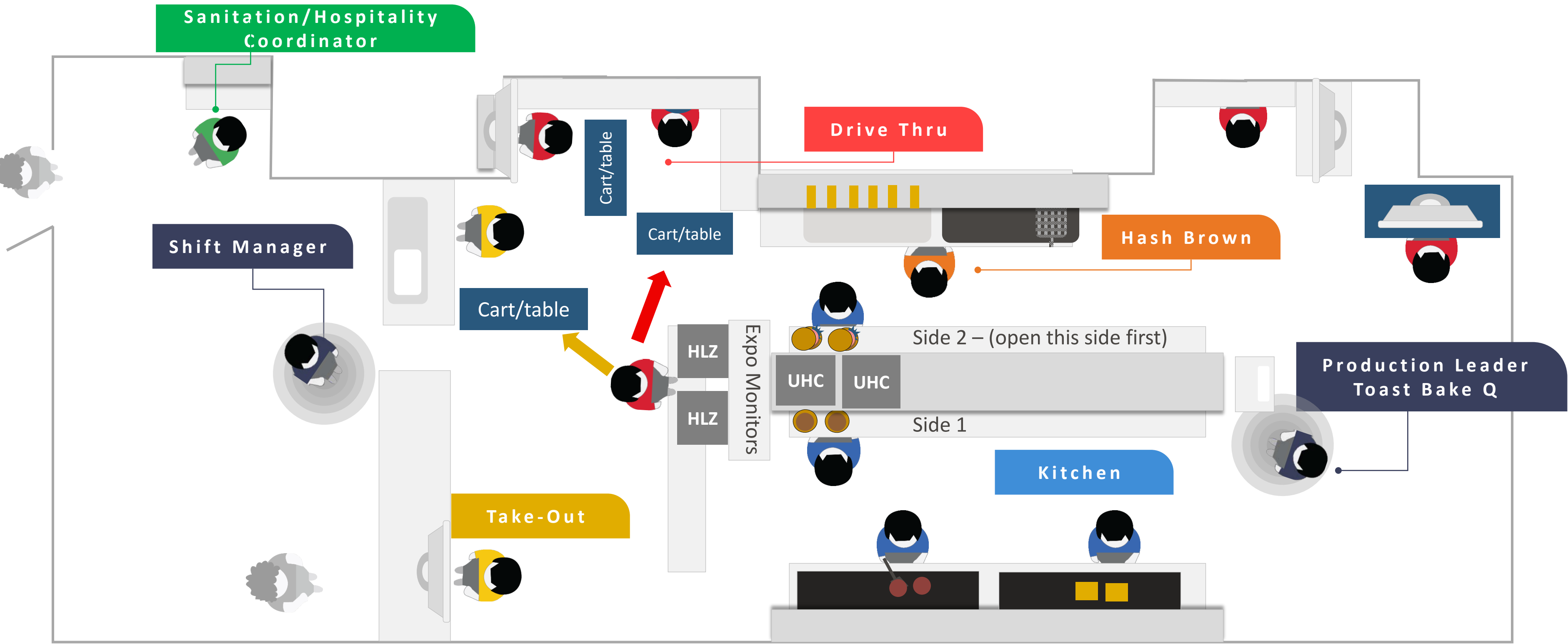


Proprietary and Confidential

V1 | Updated March 20, 2020

This tool is provided as a resource to independent franchisees. Franchisees are independent employers and each franchisee and each franchisee restaurant is unique. Franchisees are alone responsible for all employment matters in their restaurant(s), including alone making all decisions regarding the requirements for jobs and setting all terms and conditions of employment, including hiring, firing, discipline, supervision, staffing and scheduling. McDonald's USA has no control over employment matters at restaurants owned and operated by franchisees.

Social Distancing / Breakfast Menu - Positioning



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Positioning/Staffing for areas of the restaurant – Social Distancing

Shift Manager

Manage the Shift

- Maintain Food Safety Standards
- Sanitation Follow up & Awareness
- Maintain Social Distancing w/crew
- Shift Preparedness

Drive Thru*

2-3 Staff - 1 Lane DT Operations

- 1 – OT 1 / Cashier
- 2 – Runner (DT & FC)
- 3 – Presenter

4-5 Staff - 2 Lane DT Operations

- 1 – Cashier / OT 2
- 2 – OT 1
- 3 – Runner (DT & FC)
- 4 – Presenter
- 5 – OT 2 (depending on restaurant configuration, position OT2 in large CBB cell or back booth after separating registers - goal is to maintain 6' social distancing)

Kitchen*

Staff – Breakfast Menu

- 1 – Cook 1
- 2 – Assembly 1 (opposite side of grill)
- 3 – Production Leader - Toast/Bake/Q
- 4 – Assembly 2 (open other side of prep table)
- 5 – Cook 2

Staff – Regular Menu

- 1 – Cook 1
- 2 – Assembly 1 (opposite side of grill)
- 3 – Assembly 2 (open other side of prep table)
- 4 – Cook 2
- 5 – Production Leader (buns)
- 6 & 7 – Additional Assembly Staff (maintain 6 foot social distancing, between assemblers)

Fries/Hash

French Fries / Hash Brown Staff

- 1 – Fry Area

Take-Out*

Take-Out (Front Counter) Staffing

- 1 – OT
 - 2 – Presenter
- Runner added only in extreme situations (high delivery orders, high average check etc.), where 6 foot social distancing can be maintained

McCafe

McCafe/BDAP

- 1 – McCafe Drinks

Sanitation/Hospitality Coordinator

- Cleanliness/Sanitation
- Manage customer flow, per local regulations
- Guide Guests (manage 6 foot rule)
- Runs out “parked orders” or “roll forward” as needed

*Maximum crew in each area can be more or less depending on your restaurant configuration to maintain 6 foot rule

Social Distancing Best Bets – Positioning of Staff

What is Social Distancing:

Social distancing is a public health practice that aims to prevent people with the virus from coming in close contact with healthy people in order to reduce opportunities for the spread of the Coronavirus.

What follows are suggestions to consider depending on local/state/federal regulations in conjunction with the size of your staffing and/or restaurant configuration. Please note **this is guidance and evolving everyday and not direction**. Owner Operators should make their own decisions in order to perfect social distancing in high volume situations, as our operating model does not easily allow for us to be 6 feet apart at all times.

Drive-Thru

- Use 2-1 ready carts in the DT to help with bag and drink drop-off.
- Runner would position bag on 2-1 ready cart for the presenter to get to present to the guest.
- DT Runner also is the Take-Out (FC) Runner to prevent any crossover issues related to Social Distancing.
- Recommend up to 5 staff to follow 6 foot social distancing. If additional staff are needed, relocation of equipment may be required to add additional staff.
- In BDAP restaurants with dual lane, it is recommended that both DT order takers are located in the BDAP cell and assist in preparing all deserts, breakfast drinks, mcaffee, etc.
- In non BDAP restaurants, recommend reposition OT register in back booth to obtain 6 feet distance, or use the 2 registers in the present booth, based on your restaurant configuration. Another option is to make a FC register a dedicated “order taker” during peak times if 6 feet social distancing can be achieved.

Kitchen

- Designate a Production Leader to manage the kitchen, most likely they will be in a position.
- Recommended up to 5 staff for breakfast and up to 7 for regular menu. If you require more staff, relocation of equipment may be required to achieve 6 foot social distancing.
- During low volume the assembler would open up side 2 first.
- When 2 staff are on one side for assembly, the 2 person assembly team will need to practice social distancing, through communication and assigned specific duties.

Take-Out (Front Counter)

- Every staff member has a role and should be conscience of each members duties to stay in position and limit crossover of the team (e.g. OT stays in position).
- Recommend up to 2 staff.
 - During extreme situations, a third person could be added as a dedicated Runner, but the shift manager will have to evaluate and manage the crossover of employees based on the configuration of the restaurant
- When 2 registers are available, use only one located farthest from the HLZ.
- In most cases a single register is most commonly needed, but a 2nd register can be used if social distancing can be maintained.
- If a Presenter is utilized, recommend to use a cart or counter for Runner to hand off food to Presenter without contact.

French Fries/Hash Browns

- Fry person intentionally moves to the right when done bagging fries.
- Runner communicates fry needs to fry person to ensure they are ready for pick-up to allow for no contact.

Office/ Backroom / Cooler / Freezer / Crew Room

- Only 1 person at a time is allowed in small square footage areas such as a crew room, manager office, walk in cooler, and walk in freezer.

Sanitation/Hospitality Coordinator (Take-Out)

Restaurant conditions and local guidelines may determine that someone is needed near the front entry. This persons responsibilities could be to:

- Ensure Cleanliness and Sanitary conditions of the guests areas
- Sanitize high-touch point areas (Lobby door handles, overall restroom sanitation).
- Manage guest flow and 6 foot rule, per local regulations.
- Guide customers to follow the 6 foot rule of social distancing.

General Recommendations Related to Social Distancing

General Social Distancing Among Crew

- Station-based approach to work – Whenever possible, work to keep crew in their specific position without crossover of work/duties, e.g., dedicated register for the FC order taker
- Where possible, consider establishing alternating days or extra shifts that reduce the total number of employees in the restaurant at a given time, allowing them to maintain distance from one another while maintaining a full workweek.

Customer-Facing Actions

- Use security or a customer guidance person to ensure that customer spacing in the lobby remains aligned with social distancing guidelines and limits customer access to the workplace area.
- Considers steps to help ensure that crew do not come out from behind counters into lobby area unless essential.

Break Room; Back Office and Shift Huddles

- Remind restaurant employees that social distancing should occur in crew room, walk in, stock areas and any back office space as well.
 - To the extent possible, scheduling breaks to minimize large numbers of individuals in break room at one time.
 - Continuing to follow social distancing guidelines in these spaces (standing at least 6 feet apart wherever possible).
- Managers should consider how to communicate with employees by methods other than the traditional “shift huddle.” For example, consider one-on-ones or smaller group discussions where individuals can stand at a 6-foot distance from one another.

Possible Restaurant Engineering Controls (To extent possible)

- Install plastic barriers, such as clear plastic sneeze guards, where possible. Where not possible, install temporary barriers (e.g., plastic sheeting).
- Install high-efficiency air filters, if possible.
- Increase ventilation rates in the work environment.
- Communicate the availability of medical screening or other worker health resources (e.g., telehealth services or other benefits).

High-Risk Individuals

For individuals identified by the CDC as high-risk or potentially high-risk [1], consider, where possible:

- Distributing or pointing them to CDC guidance that specifically addresses their situation.
- Providing them, based on this guidance, the option to move away from working windows or customer-facing roles.
- Allowing them the option of working at stations with less interpersonal contact and that are located at least 6 feet from other individuals.

[1] These include adults over the age of 60, people with pre-existing health conditions (e.g., lung disease, heart disease, diabetes), pregnant women, people with asthma, and people with HIV).