



**Orientation Checklist**

Please log on to our website [www.mckeoughgroup.com](http://www.mckeoughgroup.com) to print paper work required for your orientation. Please print and complete all paperwork prior to your orientation. Should you require assistance, please contact Samantha Belcher at [samantha@mckeoughgroup.com](mailto:samantha@mckeoughgroup.com)

*This section of the website is intended for the use of our employees only and is not to be provided to the general public.*

Name:	
Store:	
Photocopy of either: <ul style="list-style-type: none"> <li>• Birth Certificate AND Photo ID</li> </ul> <b>OR</b> <ul style="list-style-type: none"> <li>• Passport</li> </ul> (please tick which ID was provided)	Birth Certificate & Photo ID <input type="checkbox"/> Passport <input type="checkbox"/>
Tax file Number (leave blank if you have applied for a TFN but not yet received)	_____
Bank Account Details	BSB: _____ Account Number: _____ Bank: _____ Account Name: _____
Signed Parent Consent Form (please tick if you have completed the form, completed online or if not applicable as you are over 18 years old)	Form <input type="checkbox"/> Online <input type="checkbox"/> N/A <input type="checkbox"/>
All policies signed (Signed by you and your parent/guardian if under 18 years old)	Letter of Engagement <input type="checkbox"/> Appearance Policy <input type="checkbox"/> Cash Policy <input type="checkbox"/> Social Media Policy <input type="checkbox"/> Personal Relationships Policy <input type="checkbox"/>
\$50 Uniform Deposit	Paid <input type="checkbox"/>
I understand the McDonald's Open Door and EEO policies	Yes, I Understand <input type="checkbox"/>
Required completion of modules	Completed <input type="checkbox"/>



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**Letter of Engagement**

Dear Crew Member,

A requirement of our policy of employment is that you meet and follow the *Policies and Procedures* within the restaurants and be verified on appropriate stations during a 3 month probationary period.

Your employment will be covered by the McDonald's Australia Enterprise Agreement.

A Crew Trainer or Manager will complete your training during this period using such tools as Station Observation Checklists (SOC's), Me-Modules and positive/corrective feedback.

Our Policy of Employment requires you to achieve and maintain a performance rating of Reasonable, Significant, or Exceptional to remain in your position. Your rating will be awarded as a result of completion of a McDonald's Performance Review. If you are rated Needs Improvement you will be placed on a Performance Improvement Program (PIP) issued by your Restaurant Manager. If your performance doesn't improve and you remain at Needs Improvement, your employment will be terminated.

Should your availabilities significantly change and no longer meet business requirements, your employment may be terminated.

Yours faithfully,

Samantha Belcher  
 General Manager

**I understand the above employment policy and accept the requirements to maintain my employment at McDonald's McKeough Group Stores - Rutherford, Singleton, Greta & Maitland Food Court**

\_\_\_\_\_  
 Employee Name

\_\_\_\_\_  
 Employee Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
 Date

\_\_\_\_\_  
 Parent/Guardian Name

\_\_\_\_\_  
 Parent/Guardian Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
 Date



**Appearance Policy**

General appearance, personal grooming and hygiene are a very important part of appearing confident, capable and professional. Employment within our restaurant group requires you to abide by our Appearance Policy. This policy replaces all previous uniform and/or appearance policies.

On each and every shift, the following needs to be met by all employees:

-  Your uniform is to be freshly washed & ironed and stay clean throughout your shift. All uniform items must be correct and as supplied by the Company. You may not substitute any items
-  Black socks are to be worn
-  Hats must be worn except in McCafe
-  Shoes must be polishable black leather with non-slip soles. Approved shoes can be obtained through Me-time
-  An apron must be worn by all staff throughout the shift
-  Hair nets must be worn under your hat if you work in the back area
-  If you have long hair, it must be worn in a donut bun and your fringe must be pulled back and pinned
-  Hair is to be of natural colour
-  Hair is to be pulled back behind the ears and fringes tucked under your hat
-  No visible piercings. Should you acquire a new piercing which requires you to leave the stud or ring in for a period of time, you will not be permitted to work until it can be removed
-  No jewellery is to be worn with the exception of a wedding and/or engagement ring
-  No false, acrylic, or gel nails. No nail polish or nail art
-  All employees must be clean shaven

You will be provided with a full uniform when you start your employment. This will include a hat, hair net, name badge, belt, shirt and trousers. Laundering and mending is the responsibility and cost of the employee, and must be attended to as needed. Should you require replacement uniform items, please email your Restaurant Manager or First Assistant Manager for approval.

A \$50 uniform deposit is required when you obtain your uniform, and is refunded upon termination of employment when you return your complete uniform.

Should you arrive for your shift without full uniform (including hat, hair net, belt, name badge) we will provide you with a replacement item at your cost so you can start your shift. You cannot start your shift without full uniform. Your next pay will be debited with the cost.

**I understand the Uniform and Appearance Policy and will abide by it:**

\_\_\_\_\_  
**Employee Name**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
**Date**

\_\_\_\_\_  
**Parent/Guardian Name**

\_\_\_\_\_  
**Parent/Guardian Signature**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
**Date**



**Cash Policy Agreement**

- M** Before starting your shift, you must verify with a manager that your cash drawer contains \$200.
- M** At NO time are you to allow anyone else to serve on your register, and you cannot serve on another crew person's register. You are responsible for all cash transactions on your register. Should another member of staff use your register and the cash in the drawer is down at the end of your shift, both you and the other staff member/s will be white slipped for (1) cash being down (2) allowing someone else to use the register (3) using someone else's register.
- M** Please advise a manager if change is required. Do not swap change between drawers.
- M** You must call a manager to promo items. You are not permitted to promo anything. The manager must verify that the promo is valid by inspecting all vouchers or cards. Any request for promo items will be rejected if a VALID card is not presented. A request for promo items will be rejected if an INVALID card is presented.
- M** All \$100 notes need to be checked and swiped by a manager on duty.
- M** You must count your drawer at the end of your shift. You must stay while the manager counts your drawer and verifies that the drawer contains the same amount of cash as that on the register report.
- M** If your drawer is down at the end of your shift and is less than the amount of cash taken on your shift you will be counselled and receive a counselling form indicating that you have breached store policy. The counselling form will then be filed and kept on record. If you receive 3 counselling forms for cash discrepancies +/- \$3, your employment could be terminated.
- M** You must not use a manager's register code or keys at any given time. If you do, you will be issued a warning slip indicating a breach of store policy.
- M** You may not give away food items without accepting the correct amount of money. You must not give away money. You must not discount any item to anybody at any time.
- M** Should any of the above policies be disregarded, your employment could be terminated.

**I understand, and will abide by the above cash policy:**

\_\_\_\_\_  
**Employee Name**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
**Date**

\_\_\_\_\_  
**Parent/Guardian Name**

\_\_\_\_\_  
**Parent/Guardian Signature**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
**Date**

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## Social Media Policy

The McDonald's brand is passionately discussed in many forums, including online in social media engagements. McDonald's supports free speech and encourages our people to embrace social media. We recognise the need to have a policy which ensures that employees who use social media either for work purposes, or in a personal capacity, have guidelines as to the company's expectations.

McDonald's adheres to our Values when participating in the online social media community, and we expect the same commitment from anyone who represents the McDonald's brand – including our employees, owner/operators, and suppliers. In order to protect the McDonald's brand, we do not use social media to undermine the goodwill, reputation, development and/or operation of McDonalds, our products, our services and our people.

Any deviation from these commitments may be subject to disciplinary or other appropriate action, up to and including termination of employment. The disclosure of confidential and/or secure information including but not limited to business plans, marketing and product information, and procedures is strictly forbidden and is considered a breach of the Social Media Policy.

This policy extends to use of social media while you are not at work. However, it is important to note that this policy does not apply to your personal use of social media platforms where you make no reference to McDonald's related issues.

Example where the Policy would apply:

-  Matt, an Restaurant Manager, creates a Facebook group for his restaurant, where managers and crew socialize and discuss their work experiences.

Example where the Policy would not apply:

-  Jackie, a crew person, lists herself as a McDonald's employee on her MySpace profile for informational purposes but does not discuss McDonald's or her work at all.

Social media tools include:

-  Social networking sites e.g. Facebook, MySpace, Bebo, Friendster etc;
-  Video and photo sharing websites e.g. Flickr, YouTube etc;
-  Micro-blogging sites e.g. Twitter;
-  Weblogs, including corporate blogs, personal blogs or blogs hosted by traditional media publications;
-  Forums and discussions boards such as Whirlpool, Yahoo! Groups or Google Groups;
-  Online encyclopedias such as Wikipedia

McDonald's asks that you follow the 3 R's when engaging in social media:

1. Be clear about who you are **representing**;
2. Take **responsibility** for ensuring that any images of, videos of and references to McDonald's are factually correct and accurate, approved by McDonald's, and do not breach confidentiality;
3. Show **respect** for others when interacting in social media communities.



## What is Social Media?

### The Three R's of Social Media Engagement

-  You must not comment on or disclose confidential McDonald's information (such as business plans, marketing information, product information and procedures"); and
-  Do not include McDonald's logos or trademarks in your postings.

### Responsibility

Remember that customers, other employees, suppliers and competitors may have access to the online content that you post.

You are personally responsible for the content of your posts online. You have a responsibility to ensure that:

-  Any information about McDonald's products and services that you provide is informed and factually accurate; and
-  If you wish to express your opinions please state they are your personal opinions and not those of McDonald's.

### Respect

You are required to be respectful of all individuals and communities with whom you interact online:

-  Remember the McDonald's Values and adhere to these in your interactions online;
-  Be polite and respectful of other opinions, even in times of heated discussion and debate;
-  Do not post material (words or images) which could be perceived to be embarrassing, offensive, harassing or defamatory to any person or entity;
-  Do not post jokes, or derogatory comments based on an individual's gender, sexual orientation, race, ethnicity, age, or religion or any other discriminatory ground; and
-  If you are unsure about whether to post something – ask your Restaurant Manager first.

### Representation

There is a big difference between speaking "on behalf of McDonald's" and speaking "about" McDonald's:

-  Ensure you do not imply in any way that you are authorised to speak on McDonald's behalf;
-  Be mindful of not damaging McDonald's reputation, commercial interests and/or bringing McDonald's into disrepute;
-  Disclose only publicly available information such as that on the McDonald's website [www.mcdonalds.com.au](http://www.mcdonalds.com.au);

**I understand and will abide by the above Social Media Policy:**

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian Name

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date



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## **Personal Relationships Policy**

“We are committed to our people” is one of McDonald’s core business values. It is our goal to provide our Employees and others who are part of the McDonald's System with a positive work environment that enables them to deliver a great customer experience, every time.

Forming friendships and relationships is a normal part of life, and while we encourage positive working relationships, certain personal relationships between employees or between employees and suppliers (or potential suppliers) may negatively impact others or the work environment, or create conflicts of interest. In certain cases, some personal relationships may be illegal. It is important for all employees to understand the implications of relationships at work.

### **Scope**

This Policy applies to restaurant employees, and those involved in the operation of a restaurant, including Operations Consultants and Operations Managers. This policy applies to McDonald's Australia Limited employees.

McDonald's licensees have also endorsed and adopt this Policy so that it applies equally to a licensee and its employees. In other words, McDonald's licensees adopt the principles of creating a positive work environment, and require their employees to comply with all standards of behaviour as required in this Policy.

As such, references to "employee" in this policy should be read as references to both the employees of McDonald's Australia Limited and its licensees, as the case may be. However, nothing in this Policy is intended to create a relationship of employment, agent or contractor/ principal between McDonald's and any licensee employee.

### **McDonald’s general policy on conflicts of interests**

All employees are under an obligation to act in the best interests of McDonald’s. You must not compromise your ability to make fair and objective business decisions on McDonald's behalf.

For example:

-  You must select, appraise, reward, and promote employees based on factors which relate to their ability to best perform their role including skills, qualifications, and experience.
-  Similarly you must select and engage independent contractors and other suppliers of goods and services to McDonald’s on the basis of such factors as quality, price and service. You must not be unduly influenced by factors which are unrelated to McDonald’s business interests, such as any personal relationship which you may retain with these persons.
-  You must strive to obtain the best deal for McDonald’s in any business transaction.



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McDonald's expects you to avoid situations where your personal, economic or business interests might or might appear to be in conflict with the business interests of McDonald's. Specifically, you must avoid placing yourself in circumstances where you might or might appear to give preference to your personal or financial interests over those of McDonald's, including because of a relationship with a person who might be a "related party". A related party might be someone with whom you have a romantic, family, financial or other close personal relationship.

In particular, McDonald's wishes to ensure that the authority and confidence which its employees place in the management team are not undermined by perceptions of favouritism. For example, employees may have valid concerns that an employee who is in a romantic relationship with his or her manager (or who is related to, or close personal friend of that manager) will be treated more favourably in terms of performance appraisals, internal promotions or other employment opportunities. This perception can be destructive for all parties.

All employees must provide full and frank details of all potential and actual conflicts of interests, including in relation to related parties, in writing to their Restaurant Manager, Consultant or licensee as and when they arise.

### **Romantic Relationships – Generally**

Romantic relationships are a particular type of related party relationship.

McDonald's does understand that employees often develop valuable and fulfilling romantic relationships with fellow employees or other contacts made as a result of their employment. Subject to the important exceptions set out below, this Policy is not intended to discourage personal relationships. However, McDonald's does need to manage the impact of personal relationships on the Work environment.

### **Relationships between Manager/Subordinate or similar**

As set out above, McDonald's wishes to avoid the risk of favouritism that may arise where managers and subordinates are involved in romantic relationships.

McDonald's will deal with disclosures of such relationships under this policy discreetly and, where reasonably practicable, will work with the parties concerned to develop a mutually acceptable solution to avoid the adverse consequences described above – for example, changing shift patterns (if relevant), reporting lines or transferring to another location (if available).

## **PROHIBITED PERSONAL RELATIONSHIPS**

### **Relationships involving minors**

It is a criminal offence for a person to engage in sexual interaction with someone who has not reached the age of consent, regardless of whether it is invited, consensual or reciprocated. This behaviour is completely unacceptable. If we have reasonable grounds to suspect that a criminal incident has occurred, the matter may be reported to the police and result in criminal prosecution.

The legal age for consensual sex varies across Australian states and territories. Please refer to Table 1 below which sets out the current age of consent in your state or territory under applicable legislation.

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If a person engages in sexual interactions with people under the age of consent, this will generally amount to a crime.

*In NSW, the Legal Age of Consent is 16 Years of Age*

### **Persons under Special Care, Supervision or Authority**

A manager or supervisor is any employee that is in a position of authority, leadership, responsible for managing employees directly or indirectly and may have employees reporting to them directly or indirectly.

An employee in a managerial or supervisory role must not:

-  Socialise on an ongoing basis with only one or a limited number of employees (direct or indirect);
-  Develop personal relationships such as dating (including but not limited to engaging in a sexual, physical and or romantic relationship) with an employee (direct or indirect);
-  Live together with an employee (direct or indirect). Even if no improper conduct occurs, the relationship may cause gossip, hard feelings, dissatisfaction and distraction among other employees in the workplace. The relationship may appear to other employees as an inappropriate use of position of power.

In some cases, a relationship of this nature may be a criminal offence. The age of consent for sexual interactions may be higher if the people involved are in a relationship of special care, supervision or authority.

The law in some Australian States and Territories makes it a crime for a person to engage in sexual interactions with anyone under the age of 18 if that person is under his or her special care, supervision or authority. For the purposes of this Policy, any employees in supervisory roles (including supervisors and managers of any type) are considered to care for, supervise or otherwise be persons of authority under applicable legislation.

Please note that state and territory laws may change from time to time.

### **Friendships**

We encourage our employees to interact and develop friendships in the workplace; this is a normal consequence of team work and can foster a positive working environment. Friendships may become problematic where decisions are made (or perceived to be made) based on friendships rather than based on merit or objective reasons. This applies particularly to anyone in a leadership position, for example Crew Trainers, Managers and Supervisors. People in leadership positions must be cautious not to socialise with only one or a limited number of employees (direct or indirect). Doing so may give rise to a perception of favouritism, for example, the rostering Manager allocating the best shifts to his or her friends.



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## Unwanted Advances

Friendships and relationships must be consensual. Any advances which are unwanted or unwelcome may constitute harassment. Refer to the Respectful Workplace Policy for further information on unlawful harassment.

*For example, an 18 year old Department Manager in New South Wales may commit an offence punishable by imprisonment if he or she has a sexual relationship with a 16 or 17 year old crew member.*

## Compliance

McDonald's expects employees, to comply with all company policies. Failure to comply with implemented policies may lead to disciplinary action up to and including termination. Employees should also be mindful that non-compliance with applicable Federal, State and Territory laws may lead to prosecution, fines or imprisonment.

To the extent that this Policy requires you to do or refrain from doing something, it constitutes a direction from McDonald's with which you must comply.

## Communication of this Policy

This Policy will be made available to all employees and licensees on MeTime and McSource. This Policy will be made available to contractors and suppliers on Rapid Induct.

## Policy Changes

McDonald's may vary, revoke, apply or not apply this Policy at its discretion.

## Social Media Use

Any form of Social Media use whilst at work and clocked on will result in a warning leading up to and including termination of employment. This includes all forms of social media being text or pictures.

**I have read and understand the Personal Relationships Policy:**

\_\_\_\_\_  
**Employee Name**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
**Date**

\_\_\_\_\_  
**Parent/Guardian Name**

\_\_\_\_\_  
**Parent/Guardian Signature**

\_\_\_\_/\_\_\_\_/\_\_\_\_  
**Date**



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**Availability Form**

<b>Employee Name</b>	
<b>Store</b>	
<b>Date</b>	
<b>Manager Authorising</b>	
<b>Manager Signature</b>	

**SCHOOL TERMS**

	<b>Start Time</b>	<b>Finish Time</b>	<b>Reason</b>
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

**SCHOOL HOLIDAYS**

	<b>Start Time</b>	<b>Finish Time</b>	<b>Reason</b>
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

**PREFERRED MAXIMUM NUMBER OF SHIFTS**

	<b>School Term</b>	<b>School Holidays</b>
Monday to Friday		
Weekend		
Maximum Hours per week		

Entered By: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



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### Crew Roster Guidelines

- 🍔 Temporary availabilities must be logged more than two weeks prior to the roster week. The cut off day is Sunday. After the date is highlighted, the availabilities have been closed and you must contact the Training Manager directly, please do not write in the book.
- 🍔 The **Temporary Availability Book** is in the Manager's Office. Please do not enter the office without a manager's permission. You may use the book either before clocking on for your shift, or after you have clocked off.
- 🍔 The **Temporary Availability Book** must include your full name and the time you are unavailable, on the correct date.
- 🍔 All permanent availabilities are to be approved by the Restaurant Manager or the Training Manager. You are not permitted to change your permanent availability without requesting an approval form from a shift manager.
- 🍔 You must sign your roster weekly, it's in the Roster folder.
- 🍔 Rosters will be posted to **METIME** and in the Manager's office. *If your roster isn't on **METIME**, please check with the store, as you may have shifts which haven't registered on **METIME** correctly.*
- 🍔 If you need to swap your shift, please obtain approval from the Restaurant Manager or the Training Manager. This isn't something you can organise yourself with other crew.
- 🍔 If you are rostered against your availabilities, advise the Training Manager as quickly as possible.
- 🍔 Shifts are rostered according to availability and performance.
- 🍔 Five hour shifts must have a ½ hour meal break. It is a requirement that you must not work over five hours without a break. Should this accidentally happen, please advise your shift manager immediately.
- 🍔 Should you experience any issues whatsoever with your weekly roster, please contact the Restaurant Manager or the Training Manager.