



## Helping Employees & Customers Stay Safe

McDonald's has always been recognized for our industry leading food safety practices from the farm to the front counter. During these unprecedented times, our number one priority is the health and safety of employees and customers, which guides our decision making.

From the beginning of the crisis in February, our safety and sanitation practices have been informed by guidance from both our own third-party contagious disease experts and the CDC. Now, we're evolving these health and safety guidelines further by implementing nationwide standards for restaurant operations across all 14,000 U.S. restaurants. Owner/Operators will make local reopening decisions that are right for their communities, abiding by state and local laws in addition to McDonald's standards in place to ensure employees and customers feel safe and welcome.

### Precautions Taken Across All Restaurants:



We are making continuous enhancements to bolster our already robust hygiene standards:

- Securing **hand sanitizer or hand wipes** to make available for all customers
- High touch surfaces and restrooms **cleaned and sanitized with increased frequency**
- Dine-in tables **cleaned and sanitized after each use**, and restaurants provided signage they can use to indicate which tables have been sanitized
- Rigorous, **hourly hand-washing routines** are in place for employees



We are continuously evolving our restaurant procedures to adhere to social distancing guidelines through all customer and crew encounters, and are **implementing additional procedures before opening dining rooms:**

- Restaurants and dining rooms **deep cleaned** before reopening
- **Social distancing floor decals** make it easier to navigate where to order and pickup
- **Beverage bars will remain closed** or sectioned off and staffed in restaurants
- Play places, including interactive games and tables, will also **remain closed**
- Contactless payments are in place at all restaurants, including **protective panels on counters and in drive-thru**, and kiosk use remains limited, with screens, table tents and keypads cleaned after each use
- Some seating designated unavailable to comply with social distancing guidelines, signs **indicating a seating area is safe (or ready) for use** may be used, and food delivered on sanitized trays in double folded bags
- **Gloves and masks are required** by food prep and service area employees, including those working in the drive-thru and front counters, at all restaurants



All restaurants moved to a limited menu in early April to **simplify operations in our kitchens and for our crew.**

### Prioritizing the Well-Being of Crew



We are providing **two weeks paid sick leave for employees** at our company-owned restaurants who are impacted by the virus (effective March 10). We're also **offering cash bonuses**, which will equal 10 percent of pay earned in May, to every company-owned restaurant employee.

- We're confident that the vast majority of our franchisees are also providing their employees with paid sick leave through a variety of ways, including the Families First Coronavirus Response Act, CARES Act, state and local regulations and existing franchisee organization policies.



Daily wellness and temperature checks are now required at all restaurants to help ensure crew are healthy and feel good about coming to work.

- We're also providing access to live, 24/7 nurse support through Blue Cross Blue Shield for part-time crew in our company-owned restaurants and their families who may not be eligible for health insurance.

**For more information on the steps McDonald's has taken to prioritize health, safety and community during the outbreak, please visit the newsroom at [news.mcdonalds.com](https://news.mcdonalds.com).**