



## Safe and Respectful Workplace

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### ***PRINCIPLES AND OBJECTIVES***

At McDonald's, we are committed to providing all the tools necessary to create a completely safe work environment, free from threats and violence of any kind.

In line with our Values and Standards of Business Conduct, the purpose of this Policy is to provide our employees with a safe, respectful, diverse and inclusive workplace, allowing people to develop free from any form of discrimination, harassment and retaliation, protected from any inappropriate action likely to create an intimidating, offensive, unsafe or hostile work environment.

### ***SCOPE***

This policy applies to all McDonald's employees without exception, and just as we promote courteous and respectful treatment and actions, this policy equally encompasses any situation involving - without limitation - contractors, suppliers, customers and guests.

Likewise, it is applicable to all situations and environments directly related to McDonald's. That is to say -without limitation-, those taking place at McDonald's properties, those derived from the use of its systems, equipment and resources, events organized by McDonald's, meetings, trainings, situations related to business trips, behaviors taking place outside working hours and workplace, as well as those resulting from the use of social networks, including personal devices, where the behavior has an impact on employment, involves, mentions or refers to McDonald's.

### ***TERMS AND DEFINITIONS***

McDonald's rejects any act or omission to the detriment of a person that harms their dignity, physical, sexual, psychological or social integrity, through physical aggression, threats, intimidation, ill-treatment, persecution, belittling, insults, sarcastic jokes, discrimination, devaluation of the task performed, harassment, sexual harassment, among others.

Such actions encompass a wide range of behaviors, including those that may be offensive to certain people, but would be considered acceptable to others, including, but not limited to, any disparaging treatment of individuals or groups because of their ethnic or national origin, religion, age, gender, opinions, political or sexual preferences, gender, gender identity or expression, health conditions, disabilities, marital status, among others.

In the workplace and at work-related events, we treat everyone, including employees, customers, and visitors, in a safe, non-threatening, and nonviolent manner. Any remark or conduct that is abusive, threatening, or violent will not be tolerated.

We expect everyone, including customers and visitors, to treat our people with respect and we do not tolerate any abusive, threatening or violent behavior in our restaurants or offices.

McDonald's does not tolerate any form of retaliation taken against anyone who raises a concern, makes a claim or files a complaint in relation to any behavior that may violate this Policy, including, but not limited to, retaliation, threats or negative employment actions based on the claim made or complaint filed, or for having taken part in an investigation.

Inappropriate sexual behavior or conduct, which can be construed as sexual advances, requests for sexual favors or other unwanted or unwelcome verbal or physical contact of a sexual nature, including - without limitation - sexual advances, physical or verbal conduct of a sexual nature or sexual assault, rewarding or promising to reward any person who submits to such advances, retaliating or threatening made against any individual after such person has opposed to them, among others;



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### ***BREACH OF THIS POLICY***

Failure to comply with this Policy may result in the application of disciplinary sanctions that may lead to the termination of an employment or service contract, as the case may be.

McDonald's reserves the right to report to the relevant authorities or legal entities of any abusive, threatening or violent act exercise within the scope of its application.

For any questions or concerns regarding this policy, please contact the Human Resources, Legal or Internal Audit Department.

The ethics hotline [www.resguarda.com/arcosdorados](http://www.resguarda.com/arcosdorados), the toll-free telephone numbers or email addresses posted in each crewroom, office kitchen or on the public website [www.arcosdorados.com](http://www.arcosdorados.com) are available to all employees, suppliers or the general public.