

2016 Restaurant Hurricane Plan

Contact Your Regional Coordinator For the Most Recent Information.

This information is offered as an informational resource to Owner/Operators (O/O). O/Os are exclusively responsible for complying with all statutes, laws, and regulations applicable to their restaurant(s). For any legal issues affecting their business, O/Os should consult their own legal counsel. This communication is informational only and should not be construed as legal advice or as establishing requirements applicable to any O/O. O/Os are independent employers and make their own policies regarding employment-related matters, including policies and practices relating to providing orientation to their employees. O/Os may choose to use these materials to the extent that they will be helpful to them in operating their own McDonald's restaurant(s). If you work for an O/O, please check with your O/Os, or the person designated by your O/O, to determine whether these materials apply to your restaurant.

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INTRODUCTION

While hurricanes are dangerous and destructive, unlike other natural disasters such as tornadoes and earthquakes, they are relatively slow forming, slow moving, and fairly predictable as to when and where they will strike land. Consequently, we have little in the way of excuses to offer if we are not prepared should a hurricane strike our area.

During the hurricane season, which is officially June 1 through November 30, an assigned individual, at the main office, will closely monitor the weather conditions. When it becomes apparent that a hurricane poses a threat to our general area, management will monitor the status of the storm and communicate to the region via voicemail.

ADVISORY

A message from the National Hurricane Center concerning tropical storms or hurricanes. These advisories give information about the storm such as: intensity, direction, speed, forecasted movement, and what precautions should be taken. Advisories are usually given every six hours and then more frequently as the storm nears the coast.

TROPICAL DEPRESSION

An area of low pressure originating over tropical waters with winds blowing counter clockwise around the center at speeds under 30 mph.

TROPICAL STORM

A warm core tropical cyclone in which the maximum sustained winds range from 39 mph to 73 mph.

HURRICANE

A warm core tropical cyclone in which the maximum sustained surface winds are 74 mph or greater.

HURRICANE WATCH

Issued for a specific coastal area for which hurricane conditions are a possible threat generally within thirty-six (36) hours of landfall. Everyone in a watch area should listen for subsequent advisories in case hurricane warnings are issued.

HURRICANE WARNING

Issued for a specific coastal area when winds of 74 mph or higher are expected generally within twenty-four (24) hours of landfall. **All precautions should be rushed to completion.**

Important Note: Please complete the telephone section for your Restaurant on (Post Hurricane Operations). Keep this manual in a safe place.

WHAT TO EXPECT AS A HURRICANE APPROACHES

Hurricanes come in different sizes and move at different speeds and all have their own unique idiosyncrasies. Here is what one might expect during a typical land falling hurricane in which the eye of the storm passes overhead.

The clouds and winds increase. Waves begin to crash into the shorelines. About 100 to 200 miles ahead of the hurricane's eye a line of heavy showers and thunderstorms begin to move through the area. After this initial line of showers moves through, the rain tapers off or may stop altogether.

There is a short break from the initial rain then several bands of heavy rain and thunderstorms move into the area in quick succession. On radar, these bands appear spiral shaped as they circulate around the hurricane. There are generally two or three bands of rain, each separated by approximately 40 – 80 miles.

Once the bands of rain have passed through the area, there is another brief break in precipitation. It is short lived! A heavy, steady rain begins to fall. Winds increase as the eye wall approaches the area. With its fierce winds and intense rains, it is the most destructive part of the storm. The storm surge begins to move onshore.

After the eye wall has passed through the area, the storm's eye makes landfall. The eye is the calm center of the hurricane. Within the eye, there is a letup in the rain and the winds become relatively light. However, this eerie feeling of calm does not last for long! As the other side of the eye wall passes through, intense winds begin to blow again. This time the winds blow from the opposite direction. Intense, quickly moving hurricanes with damaging winds can occur well inland. Rainfall, in excess of 10" to 15", can occur as far as hundreds of miles inland from the coast causing widespread flooding.

Helpful Hints for Restaurants & Owner/Operators

- Stay in touch with your bank branch or armored car company in case hours of operation change and to find out closure dates.
- Ask local bank branch or armored car company when the last change order can be placed/delivered prior to hurricane arrival.
- Prior to evacuating restaurant (if necessary), plan pre and post-hurricane coin needs in advance and place order in accordance with provider's time line.
- Prepare final deposit, SEAL the deposit bag and lock in the safe. Do not deliver to the bank as this can be used as an emergency change fund. If it is used for emergency change, notify Accounting that this was not delivered to the bank.
- Inventory all excess cash to remain in the restaurant. Use a multi-copy deposit slip to break down quantity by denomination. Strap 100 bills of the same denomination. Place all contents in a plastic deposit bag (or as many as required). Insert a copy of the deposit slip should also be maintained offsite by the restaurant manager, along with the deposit bag strip containing the deposit bag number. Clearly mark the outside of the bag "not for deposit".
- If a change order is received from the bank prior to store closure, perform the same procedures as for currency. Inventory coin supply and place all contents in a plastic deposit bag (or as many as required). Insert a copy of the deposit slip should also be maintained offsite by the restaurant manager, along with the deposit bag strip containing the deposit bag number. Clearly mark the outside of the bag "not for deposit".
- Place deposit ticket inventory and endorsement stamp in a plastic deposit bag, seal and store in safe.
- Place all deposit bags in plastic and store in safe.
- If McOpCo, notify Columbus Accounting Center of store's closure so sales collection can be stopped.
- If serviced by an armored car company, keep abreast of their time lines and evacuation procedures.
- If serviced by an armored car company, prior to restaurant closure, determine service reinstatement procedures with the carrier.

HURRICANE EMPLOYEE SUPPLY LIST

Buy supplies early to prepare for the storm. When the storm threatens, lines will be long and supplies short.

Food & Kitchen Supplies – Get enough nonperishable foods now for two weeks. Then put them in a box and leave them alone. Do not buy foods that are salty or dry or high in fat or protein; they will make you thirsty.

- Water: 2 quarts to 1 gallon per person (get a week's supply)
- Ice
- Shelf-package juice and milk boxes
- Canned and powdered milk
- Beverages (powdered or canned, fruit juices, instant coffee, etc.)
- Prepared foods (canned soups, beef, spaghetti, tuna, chicken, ham, corned beef hash, packaged pudding)
- Canned vegetables and fruit
- Snacks (crackers, cookies, hard candy, nuts)
- Snack spreads (peanut butter, cheese spreads, jelly)
- Cereals
- Raw vegetables
- Sugar, salt, pepper
- Bread
- Dry and canned pet food
- Extra formula, baby food
- Manual can opener
- Bottle opener
- Matches in a plastic bag
- Pocket knife
- Camp stove or other cooking device and plenty of fuel. Use canned fuel, not charcoal or gas
- Ice chests or coolers
- Paper plates, napkins, plastic cups, knives, forks, spoons

Hurricane Kit – Assemble this now. Put aside a special box in the garage. Keep heat-sensitive items inside home and rotate stock throughout the season. Batteries can go in the refrigerator.

- Flashlights and extra bulbs
- Battery-operated TV or Radio
- Fully charged battery-operated lanterns.
- Extra batteries
- Matches
- Clock (wind-up or battery-operated)
- Plastic garbage bags
- Working fire extinguishers
- Scissors
- Toilet paper
- Clean change of clothes, rain gear.

- An inexpensive rabbit-ears television antenna to use when cable goes out
- Map of the area
- List of phone numbers
- Copy of insurance policy and pictures of house and cars

Hardware

- Hand tools – hammer, screwdrivers, shovel and pickax for after the storm
- 4-by-8-foot sheets of plywood 3/8 inch to ½ inch thick to put over your windows. Make sure you ask for exterior plywood
- ¼ inch machine screw sockets and screws
- Plastic sheeting to cover furniture
- Rope
- Sturdy working gloves
- Duct tape to waterproof items (masking tape isn't strong enough)
- Canvas tarps
- Nails. There are many kinds, so look over your home now and determine what you will need.

Medical Needs – Drugstores will be mobbed just before a storm and closed for days after. Keep a 2-week supply of prescription drugs.

- Medic Alert tags
- Insect repellent sprays and candles
- Feminine hygiene items
- Insect bite lotion
- Sunscreen
- Soap
- First-aid kit and handbook
- Over-the-counter medicines (for colds, allergies, aspirin, children's, diarrhea)
- Bandages
- Adhesive tape
- Cotton-tipped swabs and antiseptic solution
- Sterile rolls, bandages
- Tweezers, needles
- Disinfectant
- Water purification tablets
- Plastic to line bathtub

Baby Needs

- Disposable diapers
- Wipes
- Diaper-rash ointment, petroleum jelly
- Baby medicines (pain, cold, cough)
- Medicine dropper
- Extra formula, baby food

GENERATORS

Size of Generator – The generator needed is 200KW for electric, gas, or split utilities building. You can use a 300KW if that is all that is available, but it will cost more than the 200KW.

Cables – These are needed for hook-up from the main generator to the electrical panels in the restaurant. They come in 50” and 100” lengths. Seven cables will be needed. An electrician will be needed to wire the generator to make sure it is done properly.

Fuel – The 200KW generators have an internal tank, which holds 100 gallons of diesel (good for about 8 to 10 hours maximum). You will need to contact someone who can deliver diesel fuel to the sites. External tanks can be rented (if available) which hold approximately 550 gallons of diesel.

Generator Placement – Two types of placement are available. The first one is skidded off a tilt-bed trailer. The problem with this is that it is hard to get exact placement and may be an obstacle on the lot. The second way is to rent a crane to lift the generator off the trailer and place it where needed. It is typically not easy to find a crane available after a major storm so the recommendation is to have the generator delivered on a tilt-bed tuck.

Maintenance – Someone will need to check the oil and diesel levels and be able to start the generator.

Generators may be reserved in advance, however; be aware that reserving a unit is the same as renting it for a week. Most companies will charge you for the generator in order to hold it.

HURRICANE PREPARATION

When the National Service issues a Hurricane Watch advisory, the following procedures and / or actions should be initiated:

Phase I

NOTE: All company-owned vehicles should have the gas tanks fueled and kept as full as possible during this period. All owner- operators communicate to field service managers where you will be during the storm and how you are after the storm. Text messaging may work even when cell phones are not working. Locate and visit local shelters and encourage employees to stay in shelters instead of leaving the state.

1. Alert staff / restaurant personnel that a Hurricane Watch has been issued
2. Locate the Hurricane Kit and verify contents
3. Make a test start of emergency lighting equipment
4. Secure the following areas:
 - a) Air-conditioning covers - make sure all screws are in tight
 - b) Make sure that all exhaust fan covers are tightly affixed to the fan
 - c) Remove all loose items from the roof
 - d) Check to make sure roof beams are securely fastened to the building
5. Check corral area for loose or extraneous debris, umbrellas from outside seating and letters from reader boards should be brought inside.
6. Check for and trim and loose branches from trees, landscaping, etc.

Phase II

1. The Hurricane Committee will meet to consider the following actions:
 - a) Alert contractors for possible use of emergency lumber supplies, electrical generators, and labor force required
 - b) Evaluation of situation and recommend to management to remain open or close
 - c) Determine appropriate alternative communication center locations and phone numbers in the event the regional office cannot be opened after the storm
 - d) Prepare for increased volume in restaurants located in areas impacted by evacuees
 - e) Contact operations consultants for securing designated restaurants
 - f) Notify restaurants of closings and initiate securing restaurant premises
 - g) Review of "Post Hurricane" procedures and responsibilities
2. Do not close the restaurant until instructed to do so

3. Everything outside the restaurant, including umbrellas, awnings, trash receptacles and covers, and DT menu board toppers, should be placed inside the restaurant, in the backroom, and in storage areas

4. Alert staff / restaurant personnel that "closing" of the restaurant may occur shortly. Restaurants located in evacuation areas may be forced to close 24 hours in advance of the storm

5. Upon receipt of instructions to close, see that the following are done prior to the last person leaving the building (it is strongly recommended that the restaurant manager be present to supervise these functions):

a) Supervisors should have a door & roof key and safe combination to all restaurants

b) Pull all cash drawers and secure all money in the safe

c) Take two readings on all registers and put one reading in the safe with the cash. The manager in charge is to take one reading with him / her when leaving the restaurant

d) The safe combination is to be changed and only the restaurant manager and supervisor should have the new combination

e) Take the deposit to bank, if applicable. Due to the fact that banks will begin to close, get change to see you through until after the storm

f) Board windows with plywood

g) Upon notification, turn freezers down to minus fifteen degrees (-15oF). Before leaving the restaurant, empty all ice into boxes with a bag liner inside and set the boxes in the walk-in cooler. Then, keep freezer and cooler doors shut. **DO NOT OPEN UNDER ANY CIRCUMSTANCES!** Remove all defrost cycle pins from the freezer Paragon clock. Use empty fry cases to store bagged ice in the freezer for after the storm

h) Refer to "Securing and Protecting Restaurant Technology" to properly protect POS System equipment

i) Break down shake machine

j) Secure all stock in the restaurant, both food and paper items, on high elevation to avoid any water damage

k) Secure the current month's in-restaurant records, inventories, personnel files, etc. in heavy-duty, waterproof trash bags and secure. Place them on a high elevation in the storage room

- l) Provide employees with the regional office and alternative communication center phone numbers to call in the event their restaurant cannot be opened after the storm. Advise them to call, as soon as possible, after the storm so they can assess their needs. A sign listing these phone numbers should be placed in the window of the restaurant to notify employees where to call after the storm. Designate a meeting place for after the storm and establish a system for regular updates for crew and managers
- m) Send employees home as soon as it is reasonably possible to do so, advising them to listen to local radio/TV stations for instructions regarding their return to work. Keep in mind that the longer you wait to send employees home, the greater the possibility they will have to travel in incremental weather and the less time they will have to prepare at home
- n) Double check doors, making sure doors are double-bolted and secured
- o) Prior to the last person leaving, make sure no one is left in the building, that all electrical circuits have been turned off, and the building is secure. **NO ONE, UNDER ANY CIRCUMSTANCES, SHOULD PLAN TO STAY IN THE RESTAURANT**
- p) Upon leaving the restaurant, shut off the main gas valve and water valve

Unless specifically stated, all initial post-hurricane actions or procedures will be carried out by assigned members of the Hurricane Committee or other designated employees.

All employees should remain at home or at designated shelter areas until advised it is safe to travel or be outdoors.

All employees should monitor radio and/or TV broadcasts for notification to return to work or until advised by management. No attempt should be made to return to work until it is safe to do so.

The Operations staff will be responsible for assessing damage at their assigned locations and communicating it as soon as possible to the Hurricane Committee.

The following should be determined and reported:

1. Determine which locations, if any, could be reopened immediately. Place large "McDonald's Now Open" signs at the curb
2. Determine which locations are in need of repairs and establish priority order for seeing those repairs are made
3. Immediately notify Security, if necessary, so that guards may be sent to specified locations until repairs can be made
4. Determine which locations will be opened, requesting all available employees to report to those locations
5. Notify contractor to begin making repairs according to priorities established
6. Advise management of operational status and damage assessment, and make appropriate recommendations

Securing and Protecting Restaurant Technology

Watch for and follow any ISP "Little Guy" Messaging

PROCEDURES FOR EMERGENCY SHUT DOWN OF ISP

1. Cash out your registers and run "POS Close" on the ISP.
2. Run Final Daily Close on the ISP.
3. Make 2 backups. Once complete place one backup in the Safe.
4. Type in "shutdown" where you see select option.
5. Answer "Yes" to "You are shutting down the ISP System".
6. When your ISP screen says, "Safe to Power Off or Press any Key to Reboot", Power Off the ISP.
7. Power Off the UPS (Large Power Outlet Strip) and unplug UPS from the wall.

PROCEDURES FOR EMERGENCY SHUT DOWN OF THE POS

1. Power Off all Registers, POS Server and Black AWS Connectivity Box.
2. Disconnect the Power Cord from all "Office" peripherals (Monitors, Printers, etc.) that are connected directly to wall power outlets.
3. If they can be identified trip all POS Circuit Breakers to the "Off" position.
4. Disconnect all phones from their phone Jacks and Power Supplies including Wayport. Mark phone cables and outlets if there could be any confusion as to which cables are connected into which outlets.

SECURING OTHER POS SYSTEM EQUIPMENT

1. Leave all POS equipment in its current location.
2. Wrap and tie up the ISP and POS Server (CCU) in large trash bags leaving all cables attached.
3. Wrap and tie up each register and credit card swipe together in a large trash bag.
4. Leave all other equipment; monitors, Itonas, Equinox Boxes etc. their current locations plugged in.
5. Trip the POS Breaker Panel Circuits to the Off Position.

RE-ENERGIZING ISP/POS EQUIPMENT

1. If circuit breakers have been tripped to the off position ensure the POS Equipment Circuit is energized last. If other circuits have been tripped slowly turn them on one at a time starting with the heaviest equipment circuits first (Air Conditioners / Refrigeration) first. Notify an electrician immediately should any circuits continue to trip.
2. Ensure all equipment is plugged in to their appropriate power outlets and are energized.
3. POS equipment should be powered up last after all other restaurant equipment is powered on.
4. Reconnect all phone cables to appropriate phone outlets – (House phone, ISP modem, Wayport, DBU)

STARTUP PROCEDURES – ISP POS

1. Check to ensure all peripherals (Monitors, Itonas, Printers, Etc) have been powered on.
2. Powers On all registers (one at a time).
3. Power on the POS Server (CCU).

STARTUP PROCEDURES – ISP

1. Check the POS/ISP UPS to ensure it is powered up and the battery has not drained.
2. Power On the ISP. Follow any prompts as necessary.
3. Run "Time recorder close" on the ISP.
4. Run Store Opening. If you get the following error – "The prior day has not been POS closed," you will need to run a "Closed Day" for the days that you were closed and repeat the Store Opening.

KEY CONTACTS

Atos Helpdesk: 1-800-515-3636 – POS System Troubleshooting (ISP/POS/Connectivity/Cashless/Digital MB)

POS Hardware Needs:

- Panasonic: 1-866-472-6767
- Par: 1-800-448-6505
- MAPS: 1-620-662-7700

Stratacache Digital Menu Board 800-804-4599 option 4

AWS (Wayport) Network Operations: (877) 483-9608 (Connectivity/Provider Issues)

Operations Technology Manager: Charlie Tilka: (321) 960-1935

Field Technology Director: Greg Glover: (423) 544-6031

Financial Considerations

Hurricane/Catastrophe Situation

Regional Staff Reminders

- In the event of a catastrophe or significant damage to a restaurant (e.g. fire, hurricane, flood, etc.), notify the Field Service, Construction, Finance, & Administrative team so the proper procedures can be followed.
- Each department will be asked to document answers to key questions about the restaurant, operator and event that caused the damage. This documentation will be used throughout the process to get the store re-opened and operational.
- The Regional Construction Department will evaluate and document the extent of the damage and kick off the full documentation process for each department.

Financial Institutions & Cash Management

- Stay in touch with your local branch or armored car company in case of hours of operation change and to find out closure dates.
- Ask the local bank branch or armored car company when the last change order can be placed and delivered prior to the hurricane.
- Prior to evacuating the restaurant (if necessary), plan pre and post hurricane coin needs in advance and place order in accordance with provider's time line.
- Prepare final deposit, SEAL the deposit bag and lock in the safe. Do NOT deliver to the bank as this can be used as an emergency change fund. If it is used for emergency change, notify Accounting that this was not delivered to the bank.
- Inventory all excess cash to remain in the restaurant. Use a multi-copy deposit slip to break down quantity by denomination. Strap 100 bills of the same denomination. Place all contents in a plastic deposit bag, or as many as required. Insert a copy of the deposit slip in with the cash for reference upon restaurant opening. A copy of the deposit slip should also be maintained off-site by the restaurant manager, along with the deposit bag strip containing the deposit bag number. Clearly mark the outside of the bag, "not for deposit".
- If a change order is received from the bank prior to the store closure, perform the same procedure as for currency. Inventory coin supply and place all contents in a plastic deposit bag. Insert a copy of the deposit slip in with the cash for reference upon restaurant opening. A copy of the deposit slip should also be maintained off site by the restaurant manager, along with the deposit bag strip containing the deposit bag number. Clearly mark the outside of the bag, "not for deposit".
- Place deposit ticket inventory and endorsement stamp in plastic bag, seal and store in safe.
- Place all deposit bags in plastic and store in safe.
- If McOpCo, notify Columbus Accounting Center and/or your Accounting Contact of store's closure so sales collection can be stopped.
- If serviced by an armored car company, keep abreast of their time lines and evacuation procedures.
- If serviced by an armored car company, prior to restaurant closure, determine service reinstatement procedures with carrier.

Operator (tenant) & McDonald's (landlord) Responsibilities – following a catastrophe

- Per the Operating Lease:
 - 6.03: If the insurance proceeds are not adequate to rebuild the building or other improvements located on the premises, Tenant (O/O) will be obligated for the difference between the proceeds obtained and the actual cost of the restoration of the Premises, fixtures, operational equipment, signs, furnishing, decor, etc....
 - 6.05: If the building on the Premises is damaged by fire or any casualty, Landlord will, within a reasonable time from the date of the damage or destruction, repair or replace the building so the Tenant may continue in occupancy. Landlord's obligation to rebuild or restore the Premises will, however, be only to the extent of insurance proceeds recovered. Basic rent required to be paid in this lease will not abate during the period of untenability....
- The Operator is expected to continue to pay base rent to McDonald's Corporation.
- If the Operator uses an approved insurance carrier, he/she should call the McDonald's call-in center at 1-800-323-5650. If they are using a carrier outside of the program, they should call the carrier directly.
- Please refer to the Operating Lease for any further details regarding Insurance or Damage to Property.
- Contact the Regional Finance Director with questions related to the application of the insurance proceeds and applicable policies.

Other Talking Points

- The Operator should involve the Regional Construction Department in working with the Insurance Company on the Building & Site proceeds for asset replacement.
- If the Operator chooses to hire a broker or consultant to manage the insurance process, Regional Officer approval must be obtained if the broker, and their contractual fees, will affect the building and site proceeds.
- All insurance proceeds related to building & site should be sent to the Regional Office for deposit. As a reminder, two signatures (the Operator and a Regional Officer) are required for the building & site proceeds.
- The Operator should work with the Regional Finance team to understand how the insurance proceeds and costs to repair/rebuild will affect Operator.
- Jeff Gukenberger, is a valuable resource to assist the operators in working with the insurance company or to answer any questions. His contact information is – Jeff Gukenberger/TWD Services, Inc., 2915 Jorie Blvd., Oak Brook, Illinois 60523, 800-452-8946.

- The Operator should work with their insurance carriers to determine if there are any time limitations on business interruption coverage and the repair of the damaged assets.

POST HURRICANE OPERATIONS

Use extreme caution upon entering a building that may have been damaged or weakened by the disaster as it may collapse without warning. Also, there may be gas leaks or electrical short circuits.

DO NOT take lanterns, torches, or lighted cigarettes into buildings that have been damaged by a hurricane; there may be gas lines or flammable material present. Use battery-powered flashlights, spots, etc.

Stay away from fallen or damaged electrical wires, which may still be dangerous. Notify the Power Company, police, or fire department. (List telephone numbers for these agencies)

Organization (Person)	Location	Telephone/Day	Telephone/Night
Police Department			
Fire Department			
Hospital			
Power Company			
Gas Company			
Water Department			
Health Department			
Sanitation Department			

Check for leaking gas pipes. Do this by smell -- **DO NOT** use matches or candles. If you smell gas, do the following:

1. Open all windows and doors
2. Turn off the main gas valve at the meter
3. Leave the restaurant immediately
4. Notify the gas company (telephone # _____)
or the police (telephone # _____)
5. Don't reenter the restaurant until you are told it is safe to do so

Important Note: Please complete contact information for your Restaurant before a Hurricane and keep this manual in a safe place

Post Hurricane Precautions

As you venture out to assess the conditions at restaurants that have been closed, the following are some safety tips regarding your travels and what to do when you reach your destination restaurant. You should, under no circumstances, travel alone to a known closed restaurant. There should be a minimum of three to five people traveling to a restaurant. More than one person in the group should have a cell phone for communication purposes or to call for help if the need arises.

As you travel to your destination, be alert to your surroundings, when you reach your destination, assess the situation around the restaurant, look for large group gatherings, possible looters, gang activity and Law Enforcement presence. If you feel it is safe to enter the restaurant, do so very cautiously and park your vehicle in close proximity to the restaurant as possible.

Once you reach the restaurant, walk around the building and look for exterior damage, look through the windows and look for interior damage and once you have determined that it is safe to enter the restaurant, open one door and let the stale fumes escape out of the building, DO NOT breathe the fumes that are emitted out of the building.

The danger of a flood does not end when the waters cease. Clean up crews must work together and look out for one another to ensure safety.

The most immediate safety concern includes electrical shocks from electrical lines and energized equipment. Be alert for sparking equipment or damaged electrical lines. Determine if power is on in the restaurant and this can be easily done by turning on a light or if one is on when you approach the restaurant. Get assistance from a qualified electrician to check out all electrical equipment, power lines and power junction boxes.

If the restaurant has a natural gas leak, go to the main valve, which is located outside the restaurant and shut it off. You may need a wrench to perform this operation. If you smell gas when you enter the restaurant, do not use any spark producing tools, open all the doors possible and contact emergency personnel (fire department) and let them address the gas leak.

CO2 tanks must be checked to make sure that all connections are intact and that no lines had broken off or possibly broken by looters who may have entered the restaurant. If you feel a CO2 tank has been tampered with, please contact the tank supplier for assistance as necessary.

First aid, even for minor cuts and burns, is very important during cleanup. Immediately clean out all open wounds and cuts with soap and clean water. Most cuts, except minor scratches, will require treatment to prevent tetanus.

Everyone should wear electrically insulated, watertight boots with steel shanks, toe and insole. Tennis shoes or sneakers should not be worn because they will transfer contamination and will not prevent punctures, bites, or crush injuries.

Everyone should wear heavy, waterproof, cut-resistant work gloves, goggles, safety glasses with side shields or full face shields.

Everyone should wear a soft hat or other protective head cover. Hearing protection is also good, especially if large power tools are being used in close proximity to where the workers are cleaning. Wear comfortable, form fitting, light weight clothing, including long pants and long sleeved shirt.

You need to have with you a large supply of bottled water to prevent heat stress and you can also use bottled water to wash your hands with a bacteria killing liquid soap. Remember chances are there may be no power at the location you will be cleaning.

To recap, *DO NOT* travel alone, travel with three or more people to a location where you may want to start the cleaning process. Carefully scout the location and only approach the restaurant if you feel it is safe to do so. Park your vehicle in close proximity to the entry door to the restaurant. When you open a door, do not immediately walk into the restaurant; give the restaurant a chance to air out before you enter. You just don't know if any toxic fumes have been sitting inside the restaurant.

I would be cautious as to when you leave the restaurant, be conscious of any curfews and lack of lighting in the area when it gets dark. Obviously if the restaurant has no power, working in the dark is not recommended.

Remember you are in an environment where safety needs to be your number one priority.

Ruben Martinez
Manager, Security / Loss Prevention

PRELIMINARY DAMAGE REPORT

Store # _____

Manager's Signature _____

Where applicable, please indicate the number of units damaged and a description of the damage, indicating the damaged area.

Electric power	YES	NO
Gas	YES	NO
Broken glazing	YES	NO
How many standard panels?		
Drive thru bubble?		
Drive thru slide?		
Logo windows ?		
Mid-panel doors?		
Other / Description?		
Any shingle damage?	YES	NO
Describe amount:		
Any other exterior wall damage?	YES	NO
Any HVAC unit and fan damage?	YES	NO
Explain		
Any obvious roof damage?	YES	NO
Explain		
Any interior damage?	YES	NO
Explain		
Any site work damage?	YES	NO
Corral?		
Lights?		
Playland?		
Landscape?		
Other?		
Any sign damage?	YES	NO
Road sign?		
Appendage?		
Enter / Exit?		
Menu board?		
Roof?		
Wall logo?		
Roof beam?		
Other?		

IF ELECTRICAL APPLIANCES ARE WET

If any of the electrical appliances are wet, make sure your main power switch is turned off.

Then, unplug the wet appliance, dry it out, reconnect it, and finally, turn on the main power switch. (Caution: Don't do any of these things while you are wet or standing in water.) If fuses blow or circuit breakers trip when the electric power is restored, turn off the main power switch again, and then, inspect for short circuits in wiring, appliances, and equipment.

Check the stock, food, and paper, prior to using them. The stock in the freezer or walk-in might have spoiled if electric power has been off for some time. Check for water damage. Do not use stock, food, or paper that has been damaged. If the food in the walk-in has not spoiled, but it appears the restaurant will be without power for some time, make arrangements to transfer the product to another restaurant or donate it to relief efforts.

Also, check with the water department to determine if your water supply is safe for human consumption.

Remember your drink system, ice machine, McCafe equipment, bun steamer, and other equipment and products need water to complete the product.

WHAT TO DO IN THE EVENT BOIL WATER ORDERS ARE ISSUED

Boil orders are issued if the water supply has been contaminated with microorganisms. Please notify your consultant or Field Service Manager that your restaurant has been notified to be on a Boil Water Order Area by a Government entity. The following actions must be taken to protect the health of the customers and the restaurant staff:

Stop using unsafe water. If the water entering the restaurant is under the boil order, stop using it immediately for all drinks, all cleaning and sanitizing practices involving water, hand washing, preparing the towel buckets, laundry, ice making, and washing produce during salad preparation.

1. Shut down ice machine. The ice machine should be shut down, emptied, cleaned, and sanitized using potable, or uncontaminated water. All remote ice storage bins and ice handling equipment should be cleaned and sanitized. Ice made from water that is safe for drinking, potable water, can be purchased and placed in the ice machine storage bin
2. Supply potable water for drinking. Make provisions to obtain potable water for use in the restaurant. Several potable water options are available: Bottled water can be used as a safe water source
3. Bulk water tanks can be used as a safe water source
4. Potable water that is packaged by a supplier, such as a dairy mix supplier, can be used as a safe water source

Sub-micron filters for an existing filtration system can be used in most cases to provide safe water. If a potable water source cannot be found to supply the drink towers, customers should only be served canned or bottled drinks. Single-serving cans or 2-liter bottles may be used.

- Supply potable water for hand washing. Potable water must be provided for hand washing. It is recommended that a plastic container with a spigot be used to hold the potable water. The container should be placed at or near the hand-washing sink in order to facilitate easy use of the potable water for hand washing. In the interim or as an alternative, if potable water is not available for hand washing, then disposable gloves must be worn for food handling
- Supply potable water for restrooms. The restrooms may remain open. However, signs must be posted by the sinks in the restrooms to warn customers not to drink or use the unsafe tap water. Potable water containers with spigots can be used for hand washing in the restroom. If the water supply to the restaurant has been completely shut off, generally the restaurant must close until a water supply is available. However, it is possible for the restaurant to function if all of the safety steps are implemented and one additional step is taken: the restrooms must be physically closed. An adequate number of portable toilets must be rented to provide facilities for both crew members and customers. Potable water in containers with spigots will also need to be provided to crew members and customers for hand washing after using the portable facilities

- Supply potable water for food preparation. Potable water must be provided for washing produce during salad preparation; preparing dehydrated onions for the prep table; washing tomatoes; cleaning and sanitizing equipment, trays, and utensils; preparing buckets of sanitized towels; and crew member hand washing, especially after using the restroom
- Find a laundering facility. Outside laundry facilities will be needed to launder towels and aprons. Once the boil order is no longer in effect, the entire restaurant water handling system must be flushed to get rid of the unsafe water. If your restaurant's water source is a private well or any other type of non-municipal water source and it has been implicated as a part of the boil order, an outside laboratory must conduct verification testing to make sure the source is safe before using
- All equipment coming in contact with potentially contaminated water must be cleaned and sanitized. The proper procedures for cleaning and sanitizing equipment are part of every equipment operating manual. It is advisable to keep this information in a central file specifically for follow-up water crisis events. A checklist of cleaning and sanitizing activities is advisable and should include, at a minimum, the following equipment: beverage system, ice machine, orange juice machine, Taylor milkshake and soft-serve machines, staging cabinets, and tea brewing and serving systems. Where pipes and valves cannot be sanitized because it is physically impossible, they must be flushed with potable water for at least 5 minutes

START UP PROCEDURES AFTER BOIL WATER ADVISORY

Purpose: The purpose of this procedure is to assist customers with flushing and sanitizing equipment after a Boil Water Advisory. This procedure should only be performed **AFTER** the Boil Water Advisory has been lifted.

Equipment to be considered: Postmix and premix fountain dispensers, juice machines, icemakers, frozen carbonated beverage dispensers and any other water-using appliances such as coffee machines, filter housings and cartridges.

Destroy all Ice Made Prior to or During the Boil Water Advisory:

- From ice maker bin(s)
- From fountain dispenser bin(s)
- Any other ice bin(s)

Obtaining a Safe Water Source Approved by City Officials

1. Flush incoming water line
 - Open cold water side of a hand sink for a minimum of 30 minutes.
2. Flush all water lines in building
 - Open all other cold water faucets for a minimum of 5 minutes

Equipment Start-up

NOTE: Any water filters supplying beverage or ice equipment must be replaced prior to any dispensing equipment being restarted.

If a Coca-Cola Managed Filtration Program is in place, call 1-800-241-COKE (2653) to confirm that a technician will be dispatched to replace filter cartridges.

If an Ecolab Managed Filtration Program is in place, call Customer Service at 1-800-352-5326 to initiate emergency service by Ecolab's Service Department

Customer-Maintained Filters

- Water filter(s) must be replaced **prior** to any other Equipment Start-up.
- Run water from flush (activation) valve to drain for 5 minutes.
- Remove and discard water filter cartridge(s).
- Follow the sanitation procedures recommended by your water filter manufacturer to sanitize and clean water lines from filter to drink valves.
- Replace water filter cartridge(s).
- Any system that is without a new water filter cartridge must not be placed back in service.

Reverse Osmosis Systems

- Sanitize system as recommended by manufacturer – include storage tanks.
- Contact your water treatment provider for this service.

Ice Makers

- Run two complete ice-making cycles and discard all the ice made.
- Sanitize icemaker bin.

Fountain Dispensers

- Sanitize ice bin if present
- Run each beverage valve on each dispenser for at least 2 minutes twice.
- For Coca-Cola Freestyle, run a carbonated and non-carbonated beverage for 2 minutes.
- Taste all drinks.
If there is an off-taste from any valve, flush the valve for another minute, then check again for satisfactory taste. If taste remains unsatisfactory, place a service call.

Frozen beverage dispensers

- Discard all products in the dispenser(s).
- Place a call for service.

Juice Machines

- Flush water through unit for at least 5 minutes on first flavor.
- Flush water through any additional flavors on same unit for at least 1 minute.

Coffee Makers / Tea brewers

- Brew at least 4 pots of hot water per unit.
If the effectiveness of the any procedures is in doubt at any time during the flushing process, the procedures should be repeated in their entirety.
While these are recommended procedures, they do not guarantee that equipment will be safe to use if followed. It is the customers' obligation to ensure that (i) these procedures are appropriate and effective and (ii) equipment is safe and ready to resume normal operations after a Boil Water Advisory.

WHAT TO DO IN THE EVENT CURFEW IS ORDERED

Plan for opening and closing the restaurant according to curfew guidelines. Ensure time travel to and from the restaurant complies with local regulations.

Notify your Field Service Manager that your restaurant is under curfew.

LACK OF WATER

In previous hurricanes when we were without water, we were able to open the restaurants and serve canned beverages. These beverages should be pre-chilled in the cooler, so the canned beverage can be sold to the customer without a need to serve ice or a cup.

Your Regional Supply Chain Manager will arrange for canned drinks, and bottled water to be supplied to your store, as needed.

SIGNS TO USE AT THE STORES

**NOW
OPEN**

**CLOSED
DUE TO
STORM**

CLOSED

**DUE TO STORM
NO SPECIAL
FOOD
REQUESTS
CAN BE
PREPARED
THANK YOU
FOR YOUR
UNDERSTANDING**

**DUE TO THE
THREAT OF
SEVERE
WEATHER, WE
WILL BE
CLOSING AT

TODAY**

**WE WILL RE-
OPEN AS SOON AS
CONDITIONS
ARE FAVORABLE**

DRIVE

THRU

OPEN

TO: McDonald's Owner / Operators:

**FLORIDA REGION
LIMITED MENU COMMUNICATION**

Enclosed you will find a sign to be posted at your front counter and Drive-Thru communicating to our customers that we are offering a Limited Menu.

The Limited Menu will enable us to service the maximum numbers of restaurants and customers with fresh product.

Please add your signature on each Limited Menu sheet in the space provided prior to posting the signs.

Thank you for everything!

To our valued McDonald's Customers:

Due to the nature of the storm, our restaurant has not been able to adequately replenish our food supply. We are currently operating with a limited menu. We are doing everything possible to provide you excellent service.

We appreciate your patronage, patience and understanding during this difficult time.

Thank you,

To Our Valued McDonald's® Customers,

Due to Hurricane impact on supplies, we are currently operating with a Limited Menu.

PLEASE ORDER USING THE FOLLOWING MENU:

BREAKFAST* <i>Available during breakfast hours only</i>	REGULAR MENU* <i>Not available during breakfast hours</i>	BEVERAGES
Sausage Biscuit with Egg	Quarter Pounder® with Cheese	Premium Roast Coffee
Sausage Biscuit	Double Quarter Pounder® with Cheese	Coke® and Diet Coke®
Sausage McMuffin® with Egg <i>*May be made with Folded Egg*</i>	Chicken McNuggets®	Bottled Water
Sausage McMuffin®	Medium Fries	Apple Juice
Hashbrowns	Large Fries	Orange Juice

*Ingredients substitutions may apply

We appreciate your patronage, patience, and understanding.

Thank You,

McDonald's Owner/Operator



