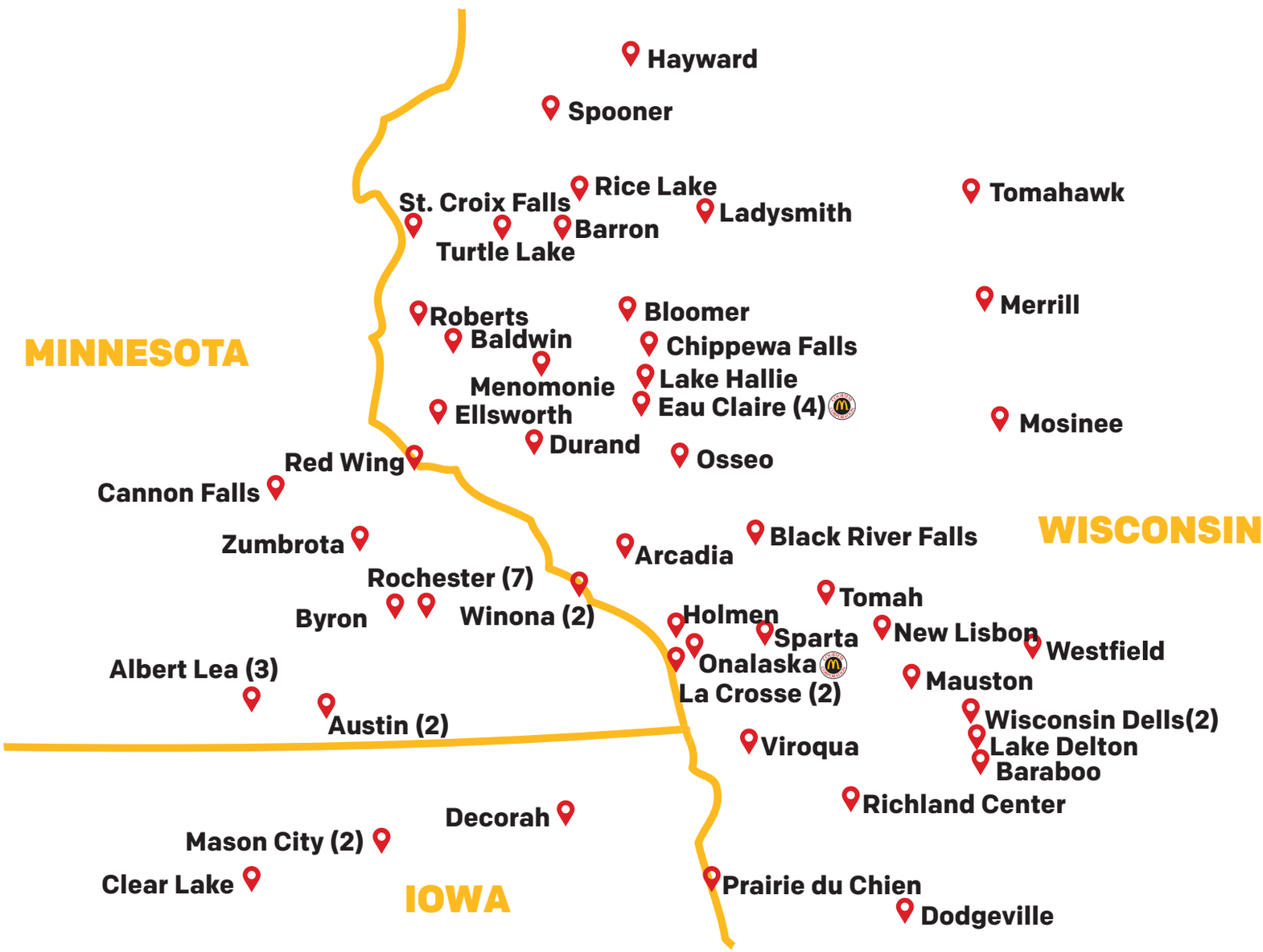
Courtesy Connections

Summer & Back to School Edition



64 Total Restaurants

25 Restaurants Denver Field Office

25 Restaurants in the MOA Co-op

39 Restaurants Chicago Field Office

35 Restaurants in the GWOS Co-op

4 Restaurants in the IL/IA Co-op

EMPLOYEE SPOTLIGHT

Tracy Kollaszar, Westfield, WI General Manager

Tracy Kollaszar has dedicated more than three decades to McDonald's. In May of 2012, Courtesy Corporation purchased the Westfield McDonald's, a move that brought much joy to Tracy. Her favorite part of her job is connecting with an array of co-workers and loyal customers, and building lifelong friendships that feel like family. Tracy takes pride in being a mentor to high school students, and loves it when she is thanked for teaching them work ethics, professionalism and commitment. It's heartwarming for her to see her past employees now bringing their own children to work at the restaurant, carrying on the legacy. Her two daughters are currently Assistant Managers. "They have ketchup in their blood!" said Tracy.

Tracy's involvement with McDonald's has fueled her strong support and passion for Ronald McDonald House Charities, especially as some of her employees have benefitted from staying there. Fundraising initiatives like collecting Round-Ups at the Westfield McDonald's are a top priority for her, knowing that every penny makes a difference. "One of my favorite memories was making food for the people staying at the Ronald McDonald House. It was such a rewarding feeling helping the parents and kids feel some kind of normalcy, and help take away a bit of their stress," exclaimed Tracy.

Community Impact

At Courtesy Corporation, we are proud to be a part of the communities we serve. From sponsoring events to donating product and food coupons, our employees are always ready to get involved!

Parade Season for the Big Mac car!

Thousands of people got to experience the excitement of the iconic Big Mac car as it made its appearance in a handful of summer parades in the cities of Dodgeville, WI, Rice Lake, WI, Bloomer, WI, Spooner, WI and Winona, MN. Grimace and the Hamburglar made a few appearances too!

National Night Out

National Night Out is a yearly event that brings together law enforcement and the community to promote their partnership in every neighborhood that we are in! Courtesy Corporation took part in the Altoona, WI and Onalaska, WI National Night Out events with interactive children's games and prizes.

Giving Back to the Community

Supporting June Dairy Month

With the help of Martin Brower, Dean's Food, and Saputo, Courtesy Corporation donated over 3,600 White and Chocolate milk jugs to the Spooner, WI Dairy Breakfast and Jackson County's Sundae on the Farm in Black River Falls, WI. We also donated Apple Slices and had a booth at the Chippewa Farmer Appreciation Dinner and the Trempealeau County Dairy Breakfast. We love supporting our local farmers!

Courtesy Supporting Community

Courtesy Corporation supports our local community by donating to events that align with our company's core values. This summer, Courtesy Corporation generously supported youth sports, summer events and upcoming back-to-school events. See below for a few photos that highlight some of these donations!

To learn more about our donation process, visit our website, www.mccourtesy.com and complete the Donation Request form.

Archways & McScholars Employee Spotlight

Easton Starr, Swing Manager, New Lisbon, WI

Easton Starr has been part of the New Lisbon, WI McDonald's team for four years, and currently attends school at Western Technical College. The tuition assistance programs have been a huge help for him. His mentor, General Manager Mario Guerra, has guided him to the Manager level and has always provided valuable advice and support. Easton said, *"The main thing I love about McDonald's is the people I work with. It's hard to have bad days when I have the people I love there with me."*

People Development

As Courtesy Corporation continues to develop and grow, we're thrilled to announce great progress in our team's development. For the months of June through September, a remarkable 131 employees have been promoted to a new level of management! Kudos to managers and the Training Department for your leadership to help others rise and achieve their goals! This is a direct reflection of our growth-oriented work environment.

Training

Leader

Promotion

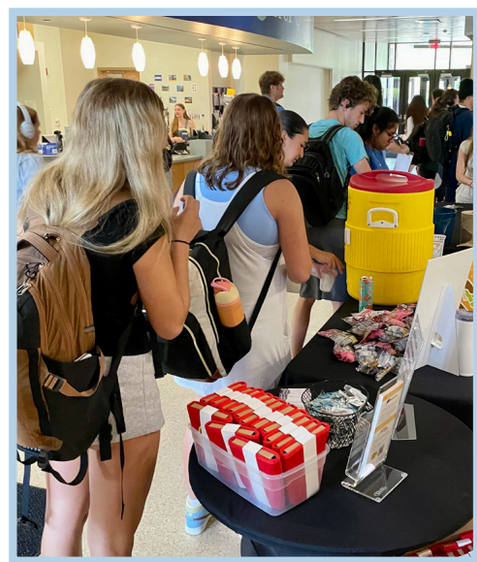
McHappenings

Digital Parking Lot Parties

Fun digital parking lot parties were held at various stores to promote the McDonald's Mobile App, engaging customers with games and prizes. Those without the app were guided through the download process and informed about its benefits. The turnout was fantastic, leading to an increase in app usage!

School is Back in Session!

Students from Winona State University, Viterbo University, and University of Wisconsin - Stout, Eau Claire and La Crosse had a blast at their school kick-off events, showcasing their excitement for the McDonald's app and winning awesome prizes. We also provided insights on the benefits of using the McDonald's app, opportunities for tuition assistance, and valuable information for students interested in part-time job opportunities.



Fall Annual Benefit Enrollment Will Be Here Soon!

Our staff is vital to our company, and we value their hard work in serving our customers. Courtesy Corporation is committed to providing a range of benefits to show our appreciation.

Health Benefits

Courtesy Corporation offers plans and programs to help take care of your health, and provide peace of mind in case of serious illness, injury or death. Full-time managers are eligible for our major medical and prescription drug coverage after 30 days of employment or promotion into management. Full-time crew members are eligible after one year. Even if employees only work part-time, they can elect supplemental benefits like dental, vision, life and disability. All coverage options are also available to spouses and dependent children.

Spending Accounts

Full time employees who are eligible for our major medical benefits are also able to put pre-tax dollars into a Healthcare Flexible Spending Account or a Dependent Care Spending Account. These accounts can be used to help pay for certain healthcare and dependent care (daycare) expenses.

Retirement and Savings

Taking care of current and future financial needs can be challenging. That's why Courtesy Corporation offers savings and money management programs to help with all financial goals. The 401K program is one way Courtesy Corporation can help employees save for retirement. Employees can put money into the plan with automatic payroll deductions. The money in the 401k account is invested, allowing it to grow over time to help meet long term financial needs. Employees who are at least 21 years old and have worked 1000 hours in a 12 month period are eligible to sign up.

Full-time employees are eligible to receive our major medical benefits. Enrollment packets will be mailed soon, so please make sure your home address is current in our records. Be sure to watch for the packet in the mail! If you need to update your address or have any questions about the benefits available, send an email to shawn.senn@courtesycorporation.com. Your benefits can grow with your career - from Crew positions to beyond the restaurant!

Fun Times & Tasty New Things Ahead!

October

10/14 - Crocs Happy Meal Ends
10/15 - Halloween Pail Happy Meal Begins
10/28 - Halloween Pail Happy Meal Ends
10/29 - Mario Kart Happy Meal Begins
10/30 - Dulce de Leche Frappe Begins

November

11/3 - Pumpkin Spice McCafe Phase-out
11/10 - Chicken Big Mac Phase-out
11/11 - Veterans Day Special

- Free Small Coffee and pack of 3 cookies, Inside only

11/25 - Mario Kart Happy Meal Ends
11/26 - Thankful Tuesday
11/26 - Winter TBD Happy Meal Begins
11/27 - McRib Begins
11/28 - Thanksgiving Day - All Stores Closed

Anniversaries

We're excited to honor over 20 employees for their hard work and dedication in achieving milestone anniversaries this summer!

45 Years - Tonya Thomas-Mihalovic
Operations Manager
Tonya Thomas-Mihalovic, a dedicated and influential leader at Courtesy Corporation, is known for her talent in identifying and developing individuals within the company. When she enters a restaurant, you aim to make a lasting impression. As the company's first Ray Kroc award winner, she rose to the top and never looked back. Don't miss the chance to learn from her wisdom and insights, and be sure to ask her for one of her 'Tips from Ton'!

30 Years - Mae Miles
General Manager - Mason City, IA South
Mae Miles, known as Mrs. Mason City, is 100% committed and invested in the McDonald's brand, her community and her people. By putting her employees and guests first, she has been able to attract, retain and develop quality individuals. Fun fact: there are 21 current employees who have dedicated a total of 340 years of work to Mae Miles! She is supportive, selfless and embodies McFamily values.

30 Years - Susan Bresnaham
Crew Member - Tomah, WI
Back in the day, Susan Bresnaham played a key role at the Bus Depot at the Tomah McDonald's, and was known for her kindness, confidence and excellent rapport with the drivers and passengers. Despite facing health challenges, she remains a valued member of the Tomah store team, spreading positivity and warmth to all around her. *"I'm happy and proud to have her here at the Tomah store, and I always enjoy getting to work with her,"* remarks Amanda Thornsen, Tomah, WI General Manager.

30 Years - Barbara Hird
Maintenance - Prairie du Chien, WI

Barbara Hird's dedication and attention to detail have been instrumental in the success of the restaurant in Prairie du Chien, WI for 30 years. She has excelled as the sole evening maintenance worker for eight years, ensuring the upkeep of various equipment, store cleanliness and spotless floors!

25 Years - Carol Bell
Crew Member - Craig Rd Eau Claire, WI

Carol Bell perfectly models the values of Courtesy Corporation. For the past 25 years, she comes to work at McDonald's with a smile on her face. From being the hospitality ambassador and chatting with guests in the lobby, to daily cleaning duties, Carol gives 110% effort in all that she does. She has made lifelong friends with her fellow coworkers and has been an integral member of the Craig Rd McFamily.

20 Years - Laura Osterberg, HR Manager

20 Years - Eric Hillstead
General Manager of Baldwin, WI

20 Years - Katie Ickler, Supervisor

20 Years - Mike Magozzi
Director of Maintenance

10 Years - Ryan Wildes
General Manager of Winona, MN East

10 Years

Philana Melton – Spooner, 1st Asst., 6/30
Danielle Bates – Ladysmith, 2nd Asst., 6/18
Breanna Bitz – Viroqua, 2nd Asst., 7/10
Andrew Butterfield – Craig Rd., Dayside, 7/22
Jay Van Slate – Rice Lake, Swing, 7/30
Dustin Gratz – Tomah, Maintenance, 7/9
Ryan Wildes – Winona East, GM, 8/27
April Cavanaugh – Westfield, 2nd Asst., 8/16
Jorge Lopez Rodriguez – Commercial, 1st Asst., 8/20
Randall Roberts – Ladysmith, Maintenance, 8/25
Brandon Woods – Hastings, Swing, 8/26
Danielle Trampush – Hayward, Associate, 8/7
Melissa Sukowatey – Ellsworth, Swing, 9/8
Jose Sandoval – Oakland, Overnight Maint., 9/10
Reymundo Hernandez Ocpaco – 55th St., Maintenance, 9/10
Maria Medina – Broadway, Swing, 9/23
Sara Tesfatsion – Gateway, Swing, 9/1

20 Years

Laura Osterberg – HR, 6/30
Connie Bender – Rice Lake, 2nd Asst., 8/15
Eric Hillstead – Baldwin, GM, 9/6
Mike Magozzi – PM, 9/29
Katie Ickler – Sup, 9/10

25 Years

Jonathan Stangeland – Holmen, Closing Crew, 6/14
Carol Bell – Craig Road, Crew, 8/10

30 Years

Susan Bresnahan – Tomah, Crew, 7/11
Barbara Hird – PDC, Janitor, 8/26

45 Years

Tonya Thomas-Mihalovic -

Bonnie Robarge-Owen – Tomah, Crew, 9/23

Operations Manager, 8/20

15 Years

James Anderson – Mauston, 1st Asst., 6/16
Michael Daniels – 55th St., Dayside, 9/3
Mary Hills – Spooner, Dayside, 9/23

Gratitude Visits

Ronald McDonald House Charities Midwest | MN, WI, IA

The staff and volunteers from RMHC are royalty in our restaurants. We are extremely grateful to Lauren Brown, Development Officer at RMHC Midwest, who visited many of our restaurants at the start of June. Crew members were gifted a basket of goodies and learned more about the impact of Round-Up at the House. It was the perfect way to celebrate our Round-Up Rally this summer!

Thank you from RMHC Midwest | MN, WI, IA

"We are deeply grateful for the unwavering support from Courtesy Corporation, their dedicated employees, and the generous customers across Wisconsin, Minnesota, and Iowa," said Nick Mueller, CEO of RMHC Midwest | MN, WI, IA. *"Their collective efforts truly embody the spirit of community, making it possible for us to provide comfort and care to more families during their most challenging times."*

We had a blast celebrating National Cheeseburger Day with the RMHC Midwest team at our Wheelock location! They had the opportunity to thank customers who rounded--up in the lobby and drive-thru. RMHC staff had the opportunity to promote the $0.50 Double Cheeseburger app deal and thank customers who rounded up in the lobby and the drive-thru.

Swing Your Birdie

It was a beautiful day supporting RMHC Midwest at the 46th Annual Swing Your Birdie golf fundraiser in Byron, MN! Courtesy Corporation proudly sponsored the putting contest, and all golfers indulged in our booth's tasty warm cookies!

Store Celebrations!

Who is the French Fry to your Big Mac?

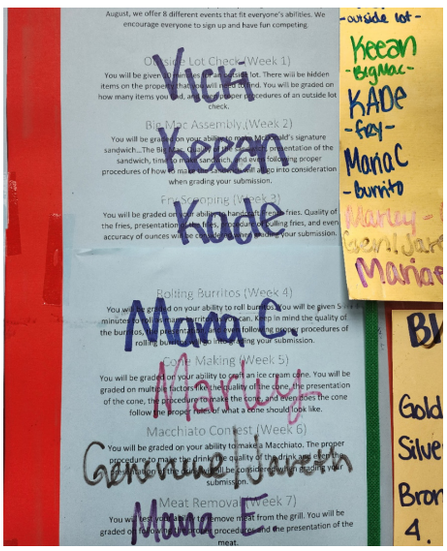
Summer Gratitude Days were a blast with a variety of activities like pizza parties, donuts, and engaging McDonald's trivia. Employees also enjoyed coloring giant McDonaldland sheets and celebrating our fantastic team members and our 'Besties'! It was a fun-filled time appreciating each other's hard work and dedication.

McFamily Night at Albert Lea Main

The crew and managers' families gathered at the Albert Lea Main restaurant for a delightful evening of tours, treats, and hands-on food and ice cream making. It was a fantastic opportunity to share our work with our loved ones!

The Summer Olympic Games came to Sparta!

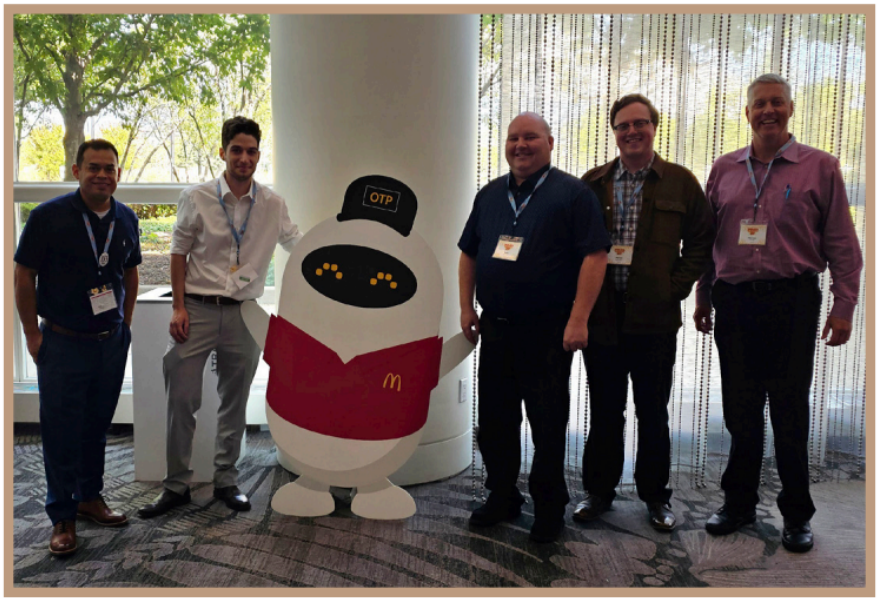
Sparta, WI McDonald's held their own Summer Olympic Games with crew and managers competing in various events focused on speed, quality, and McDonald's procedures. Eva and Autumn, the General Managers, judged the competition fairly, from making Big Macs to creating the perfect ice cream cone. The employees had a blast competing trying to bring home the gold!



Technology Tidbits

OTP Pros Attend Conference in Chicago

McDonald's provided a great opportunity for our Technology experts to attend the Power Up OTP Conference in Shaumburg, IL. They attended breakout sessions and heard from subject-matter experts about upcoming technology enhancements. The OTP Pro community works to make sure the technology in the restaurants is running seamlessly, which in turn, drives our business!



Technology experts: Pedro Lopez, Alex Facundo, Ryan Fancher, Peyton Schindler and Tom Jacobs

Staying Connected to Courtesy!

Join the Courtesy Corporation family on TikTok, Facebook, Instagram and X!
We're excited to feature YOU on our social media platforms! Share your story and photos with us on Instagram or Facebook Messenger. Whether it's our team, brand, delicious food, promotions, Ronald McDonald House Charities or community engagement, there's always something to celebrate!