

WORLDWIDE '24

Serving Venue Support Program

25 March 2024



iHola!

1 Core Team Introductions

2 Key Dates & Times

3 Support Process

4 Expectations

5 Questions?

Agenda

Agenda

Agenda

Agenda

Agenda

Agenda

Agenda

Agenda

Agenda

Agenda

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“Managing simplicity to maximum complexity.”

“It is what it is.”

“We will get it done. We’re problem solvers.”

Core Team Introductions





Mark Ellis (UK)
Luis Sanz (Spain)
Miguel Botelho (Portugal)
Fabian Germain (Germany)
Jason Robbins (US)



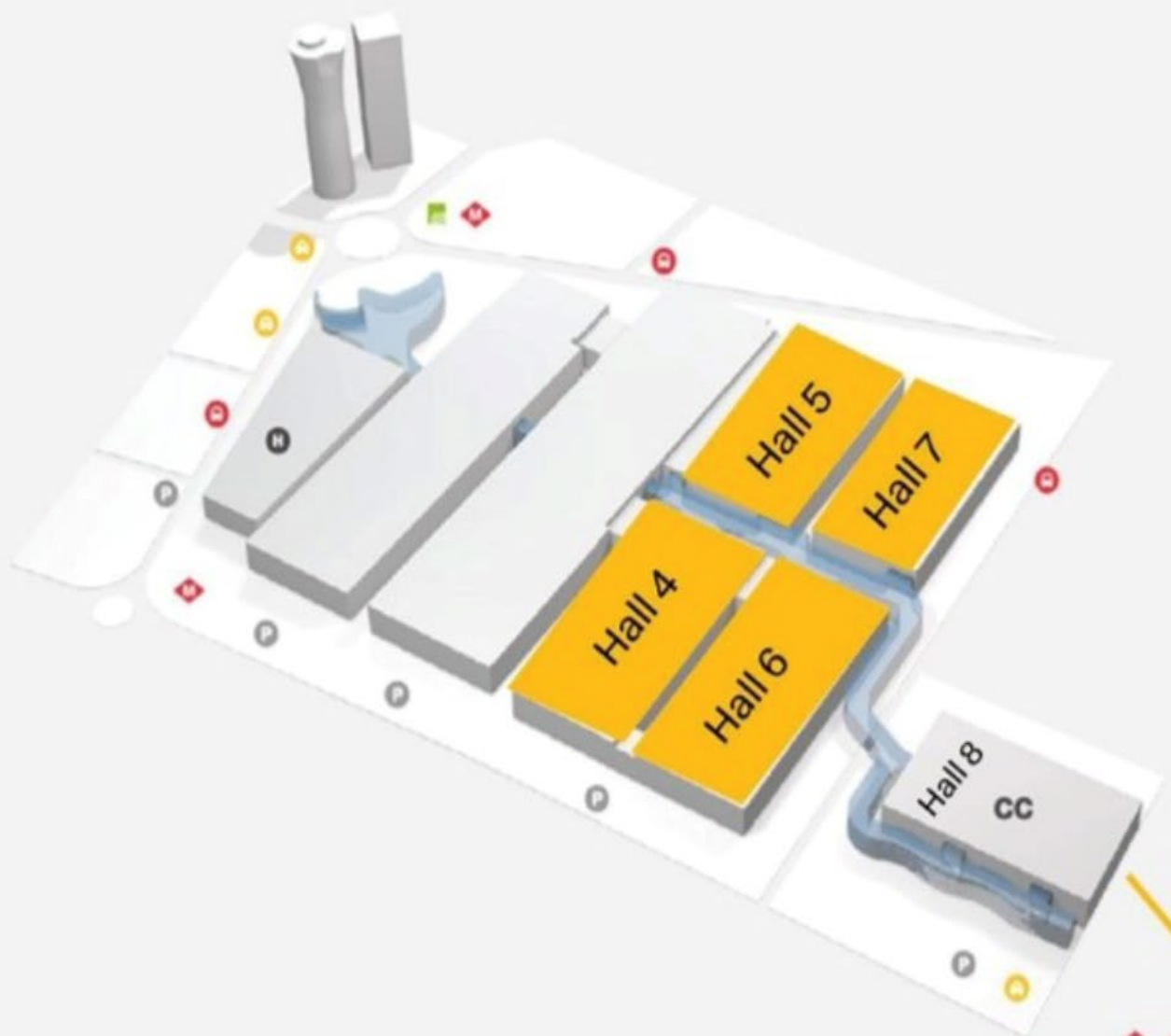
Christophe Henry (Ireland)
Patrick O'Donovan (Spain)



Alan Greer (US)
Mark Ashley (US)
Lukasz Walio (Poland)
Kacper Maleta (Poland)
Ignacio "Nacho" Huberti (Spain)
Rocky Browne (US)
Erick Peith (US)



Craig Bathurst (US)
Joe Vega (Spain)
Holly Hughes (US)
Katie Knytych (US)
Katelynn Jahns (US)
Jenny McMullin (US)
Maddie Grouzard (US)
Russ Plum (US)



LOCATION:

Fira Gran Via – Barcelona, Spain

Carrer del Foc, 30-42, Sants-Montjuïc, 08038

Global Sessions – Hall 4

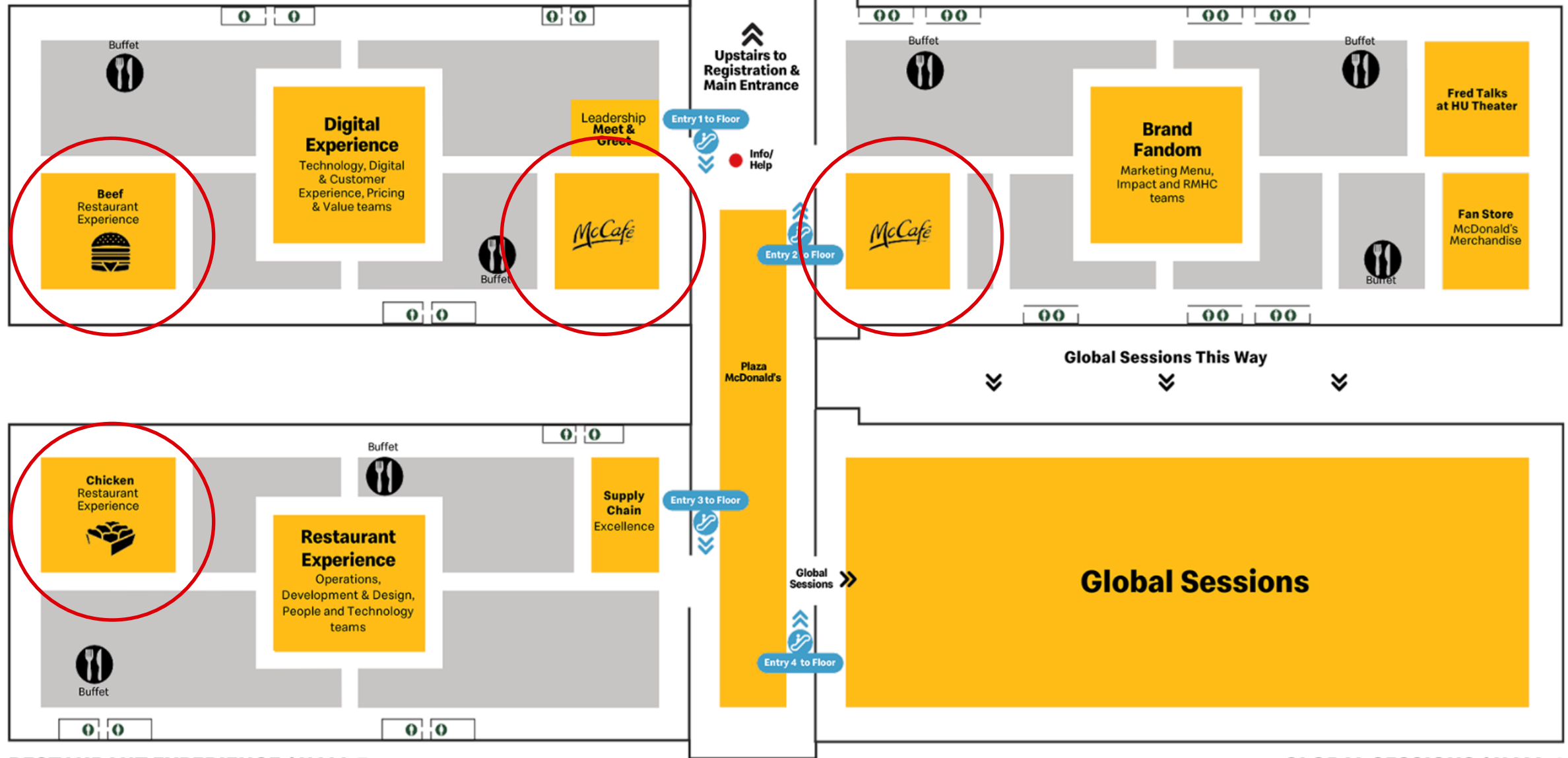
Experience Floor – Halls 5, 6, 7

- Metro station
- Ferrocarrils de la Generalitat
- Bus stop
- Heliport
- Parking
- Convention Centre
- Taxi rank

We will leverage the NORTH Entrance for WWC24

DIGITAL EXPERIENCE / HALL 7

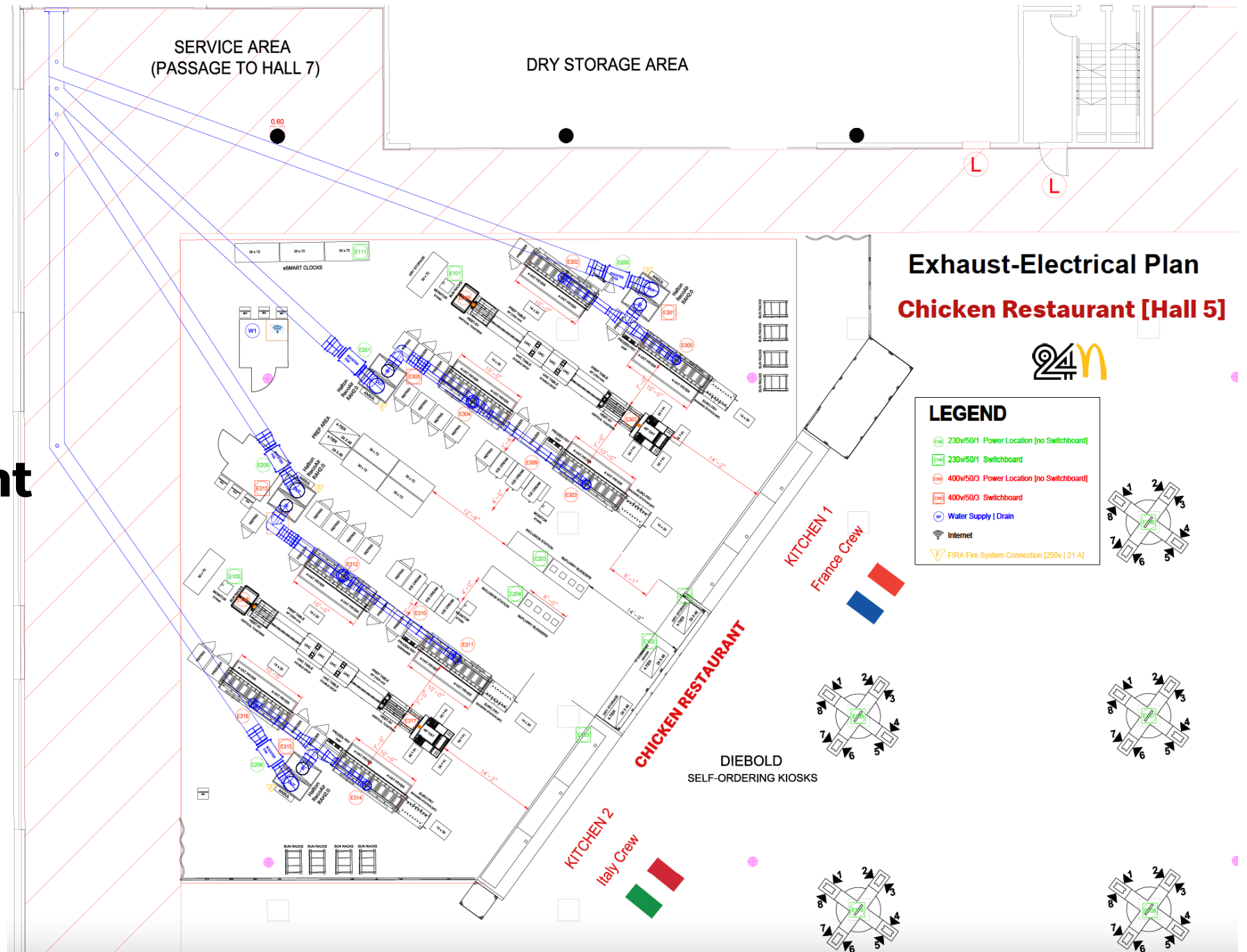
BRAND FANDOM / HALL 6



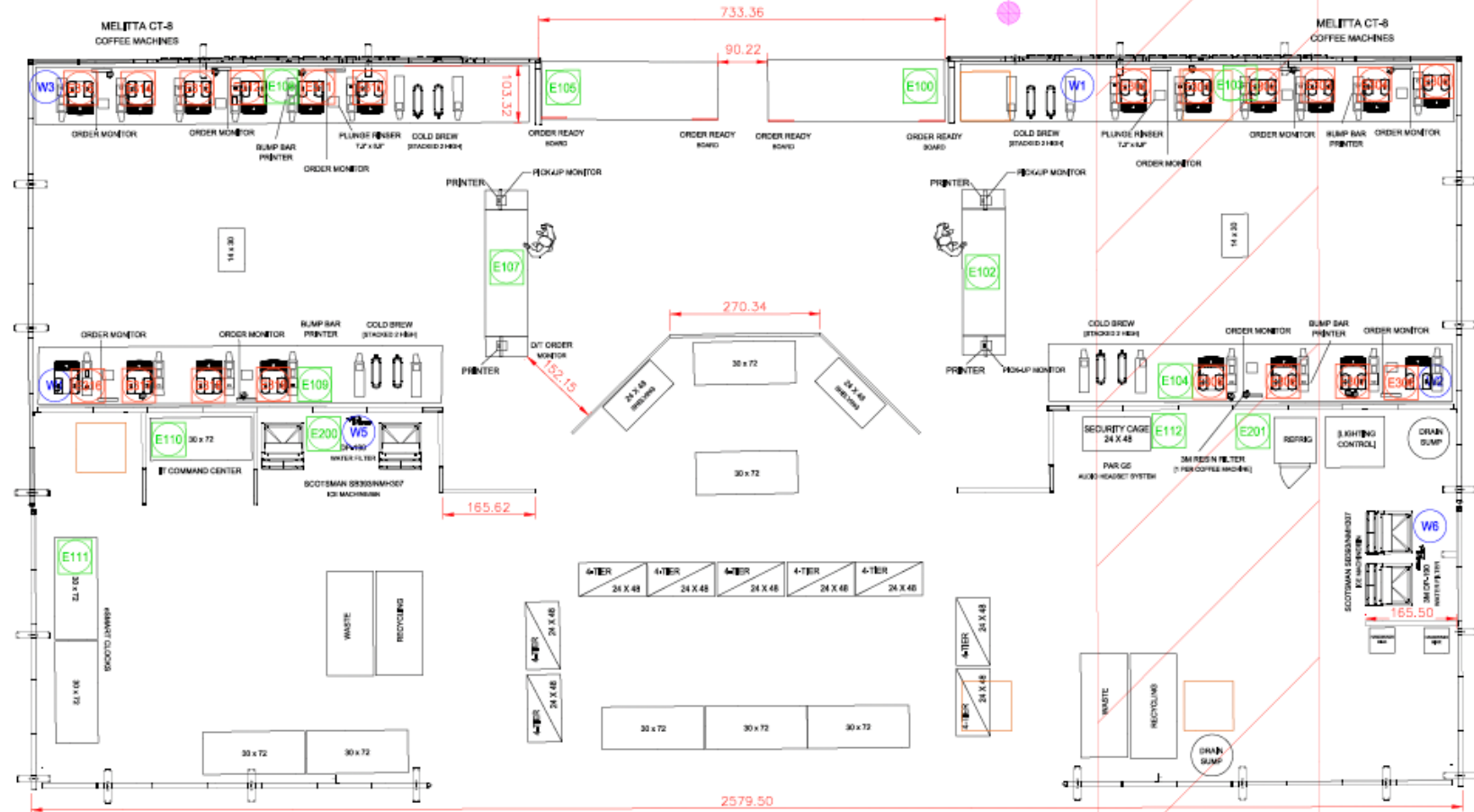
RESTAURANT EXPERIENCE / HALL 5

GLOBAL SESSIONS / HALL 4

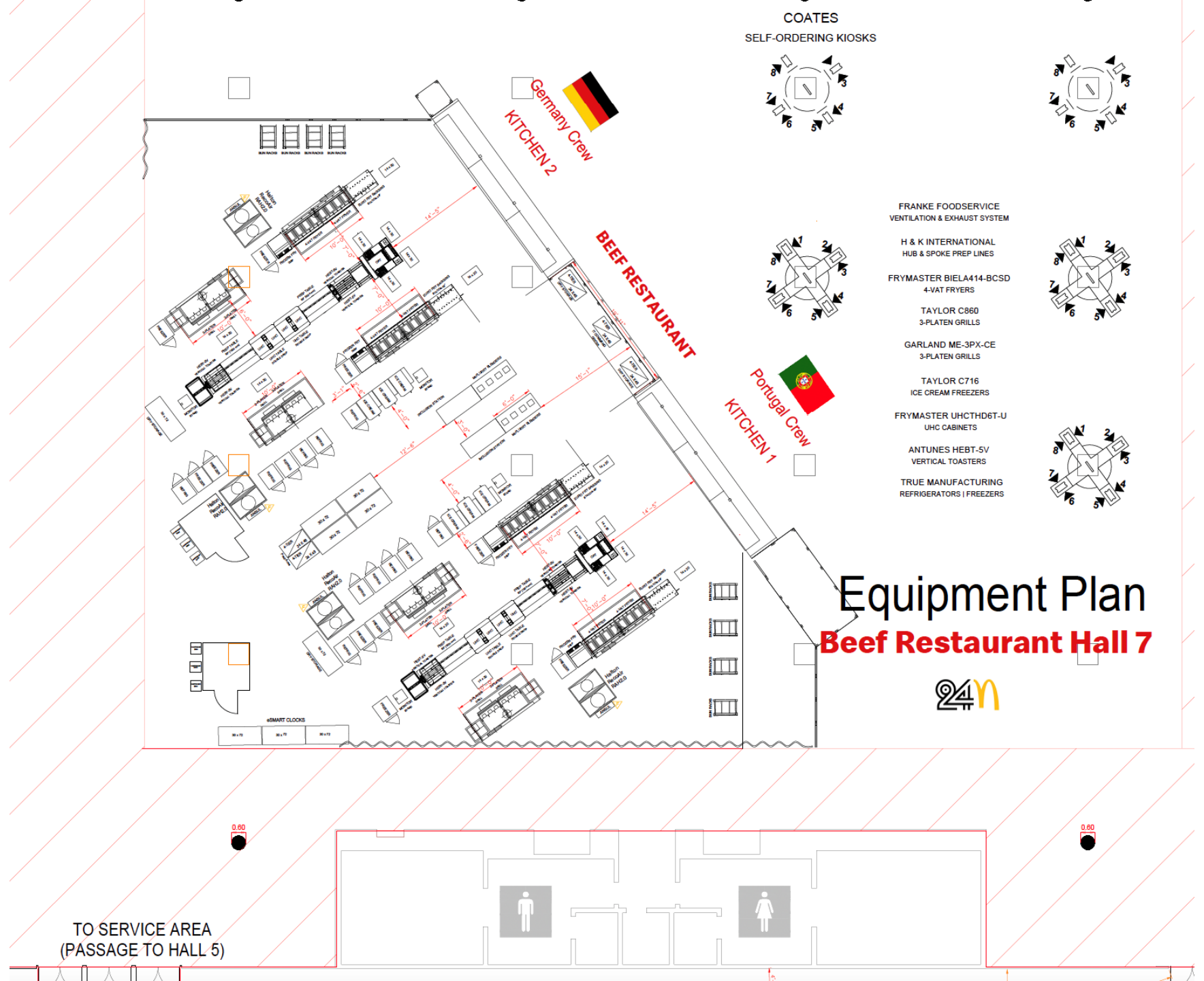
Hall 5: Chicken Restaurant



Hall 6: McCafé



Hall 7: Beef Restaurant

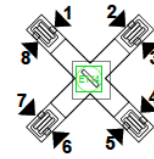
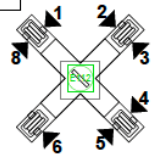
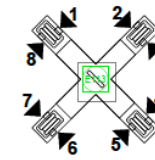


24 McCafè Hall 7

Metric

LEGEND

-  230v/50/1 Power Location [no Switchboard]
-  230v/50/1 Switchboard
-  400v/50/3 Power Location [no Switchboard]
-  400v/50/3 Switchboard
-  Water Supply | Drain
-  Internet
-  FIRA Fire System Connection [250v | 21 A]



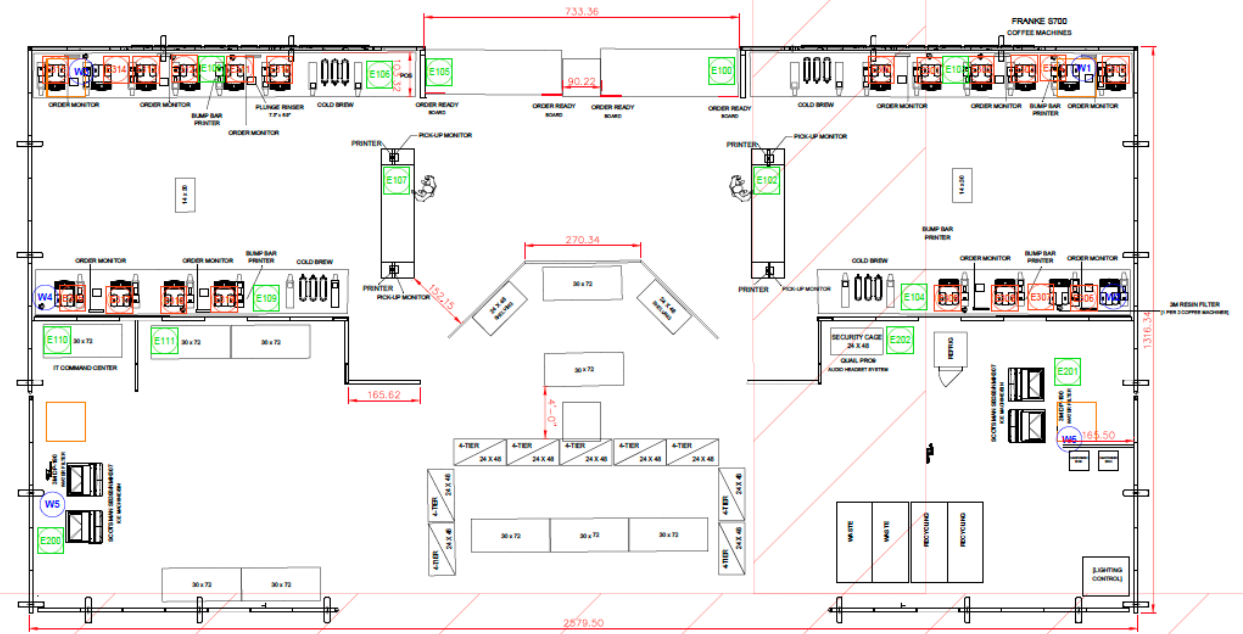
ACRELEC
SELF-ORDERING KIOSKS

Spain Crew



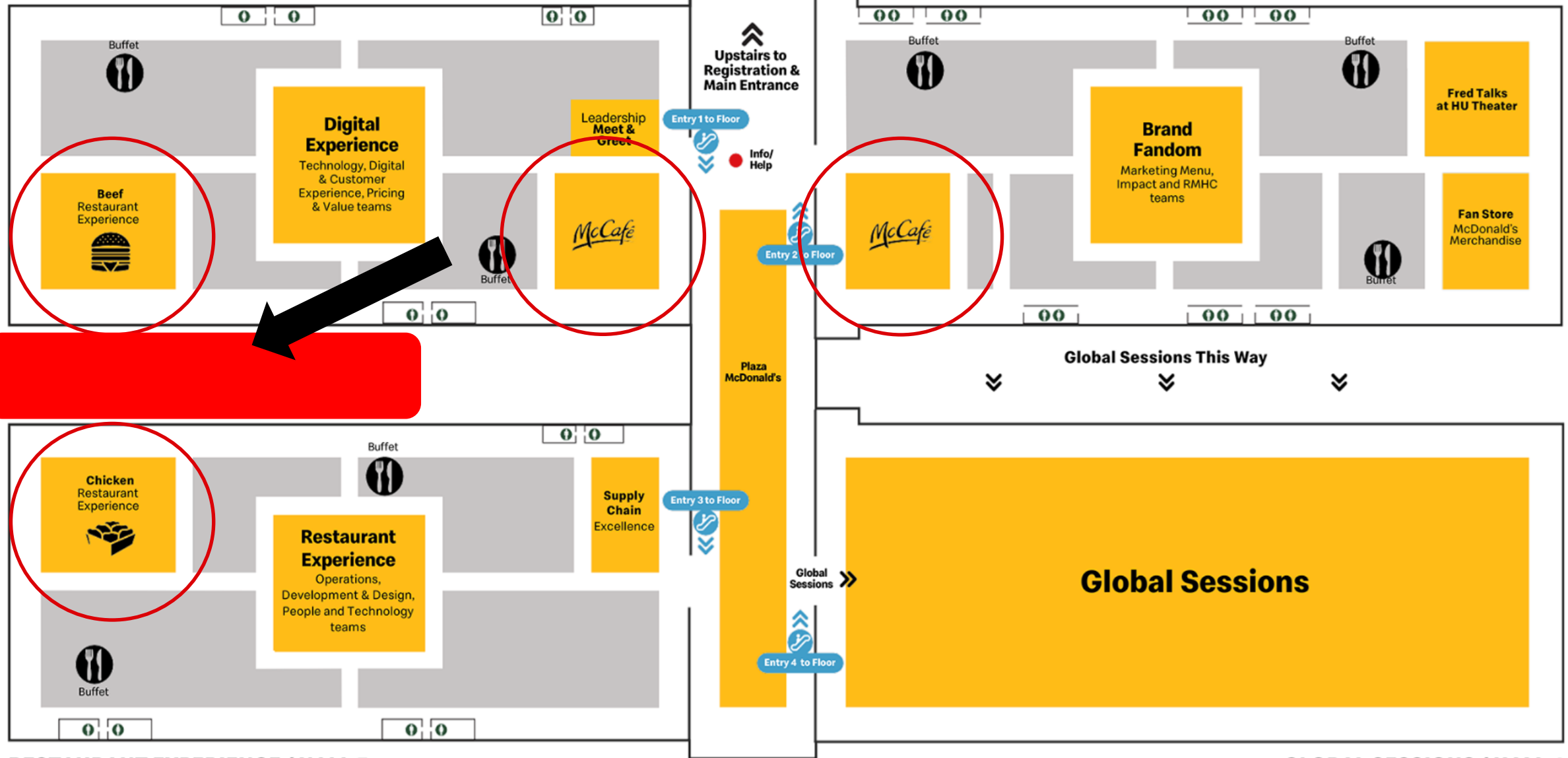
FRANKE S700
COFFEE MACHINES

Hall 7: McCafè



DIGITAL EXPERIENCE / HALL 7

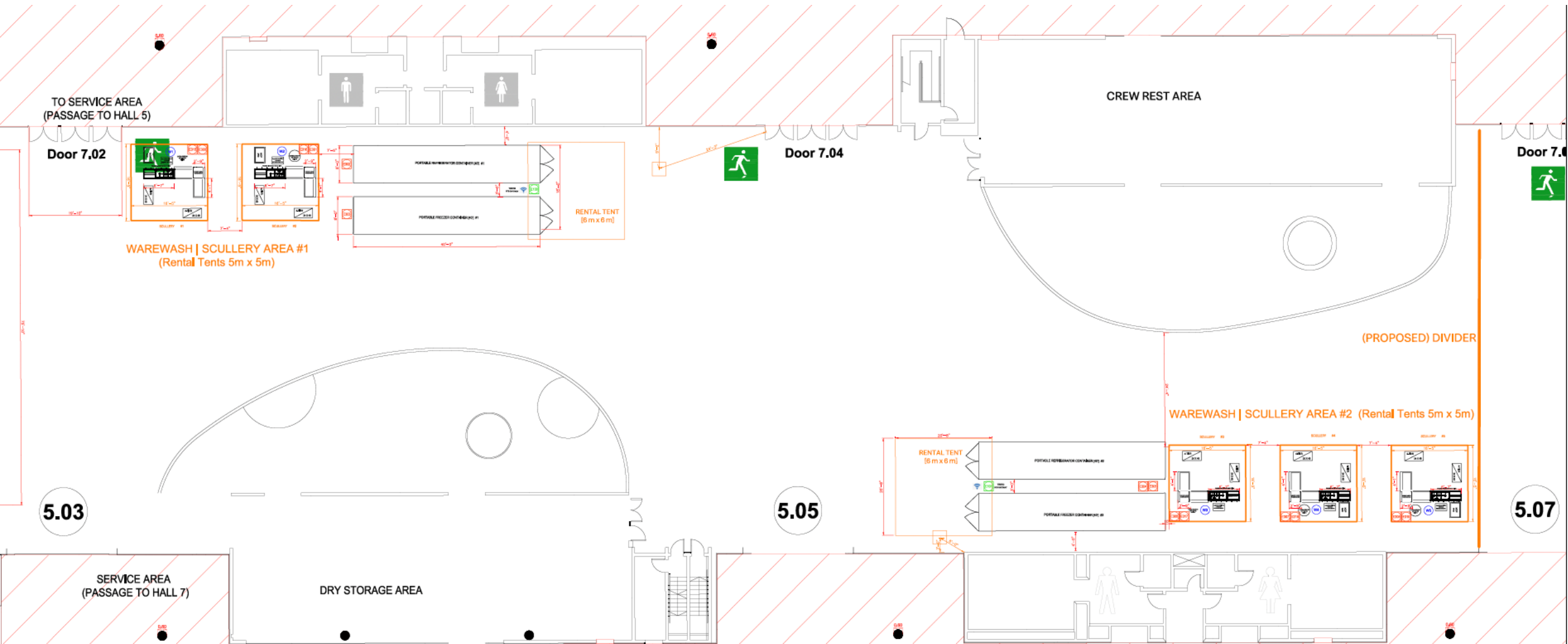
BRAND FANDOM / HALL 6



RESTAURANT EXPERIENCE / HALL 5

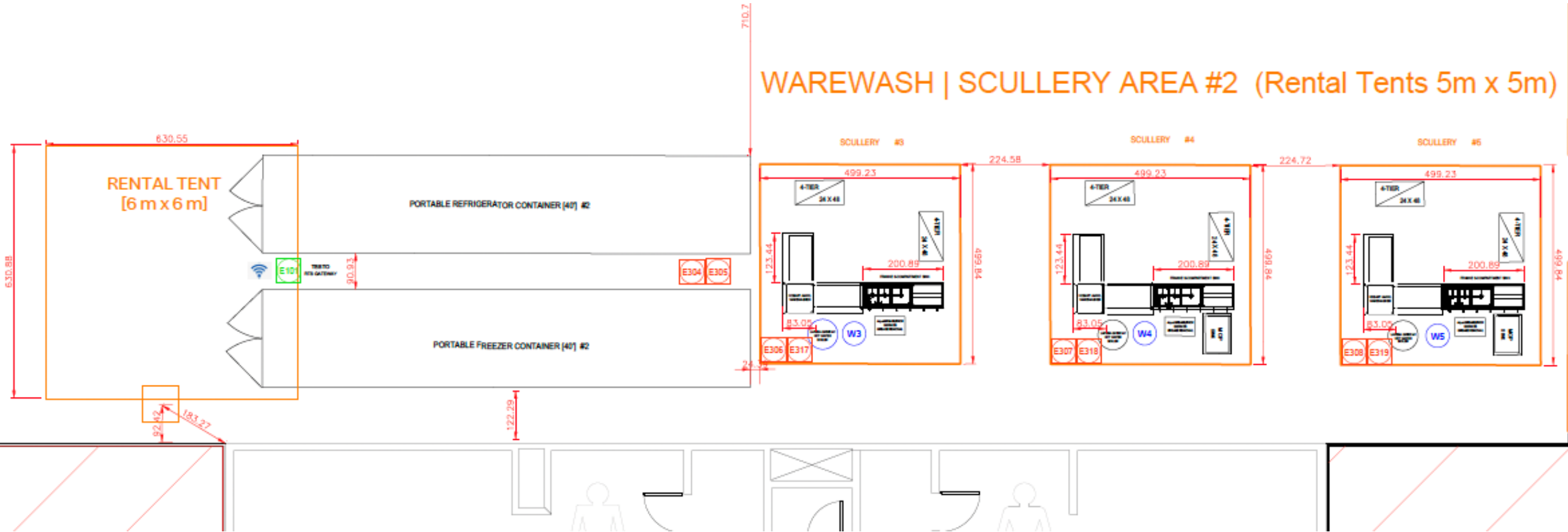
GLOBAL SESSIONS / HALL 4

Service Area and Sculleries

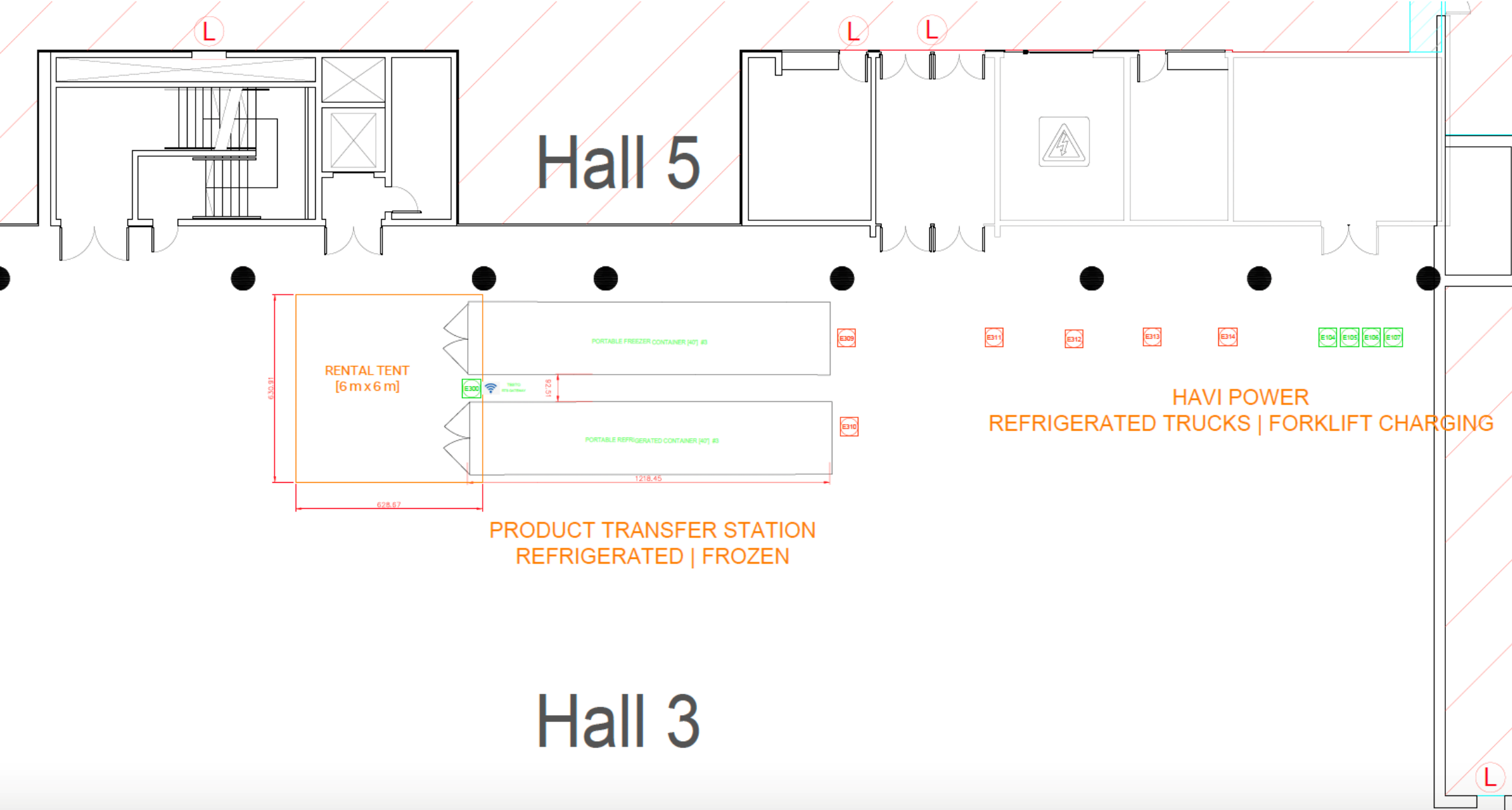


Service Area and Sculleries

WAREWASH | SCULLERY AREA #2 (Rental Tents 5m x 5m)



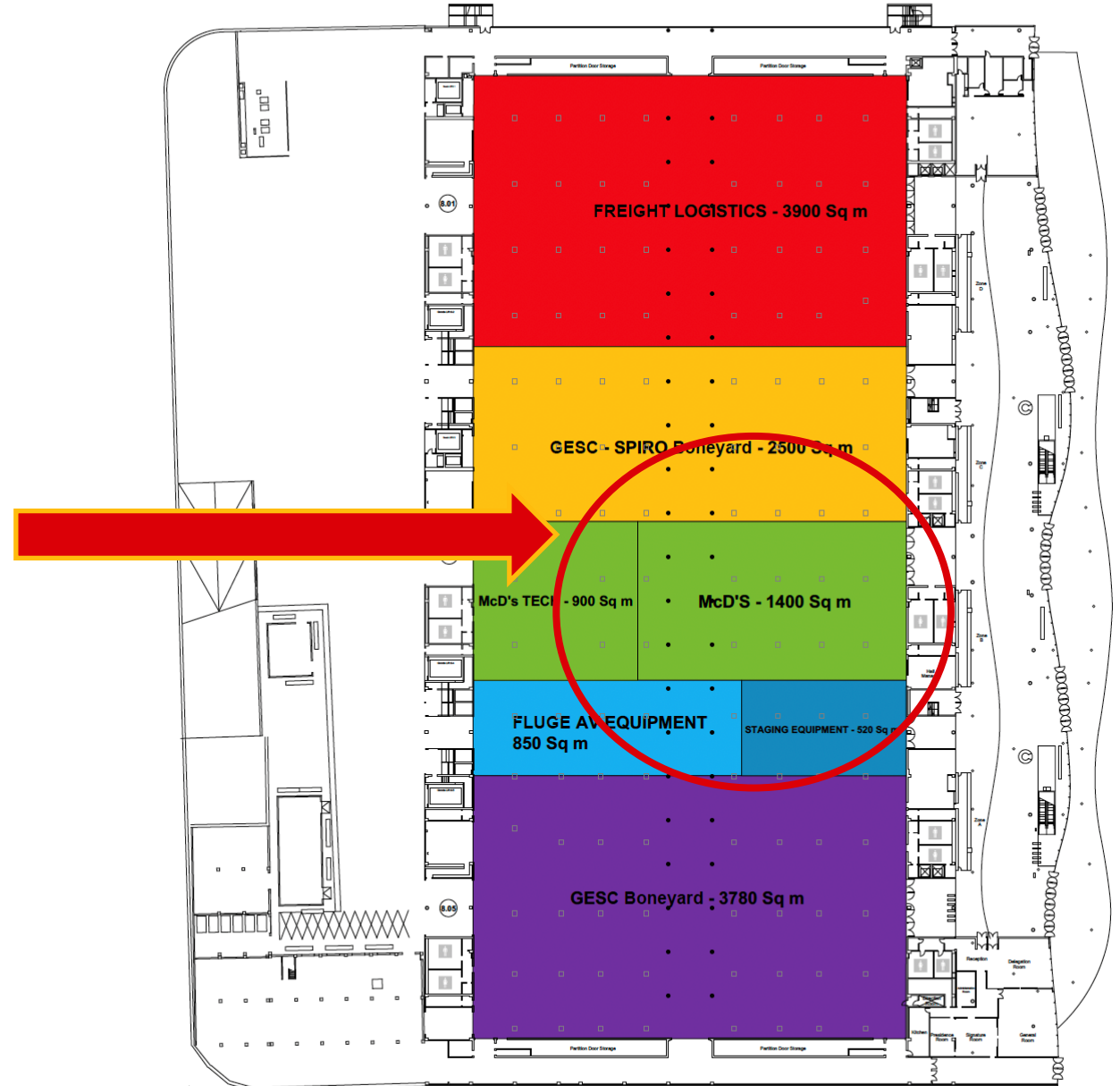
Product Transfer Station



Hall 8 Storage Area

- 1,400 square meters
- Our control for scheduling in | out and layout
- Used for
 - Spare equipment
 - Critical packaging
 - Parts

McDonald's Worldwide Conference 2024 HALL 8 ALLOCATION PLAN



HALL 8.0

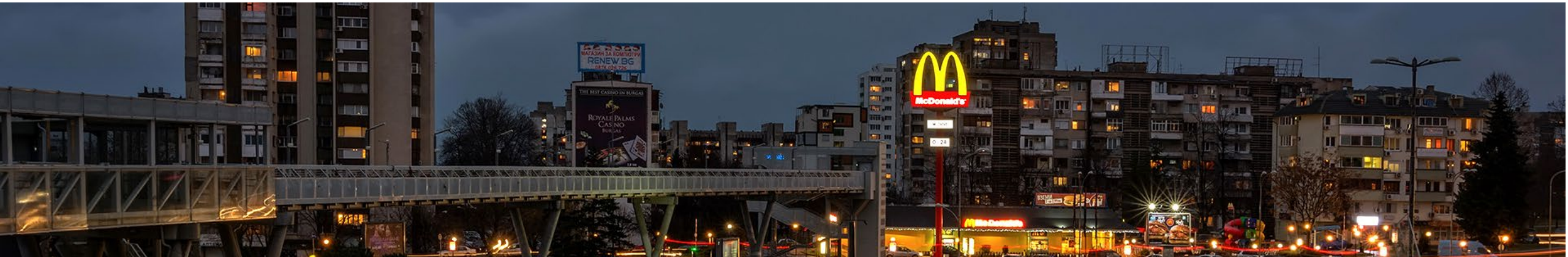
Key Dates & Times

- **Friday, April 5** Restaurants and McCafés officially turned over to Operations teams
- **Sunday, April 7 10:00 am** Crew Training preparation
- **Monday, April 8 7:00 am** Equipment start-up in Restaurants; **7:30 am** in McCafés
- **Tuesday, April 9 7:00 am** Equipment start-up in Restaurants; **7:30 am** in McCafés
- **Wednesday, April 10 7:00 am** Equipment start-up in Restaurants; **7:30 am** in McCafés
- **Thursday, April 11 07:00 am** Equipment start-up in Restaurants; **7:30 am** in McCafés
- **Thursday, April 11 2:00 pm** Floor closes and show strike begins



Expectations

- Safety first
- 100% Equipment Uptime
- Be on time
- Pay attention to radio and calls for your support



Venue Support Coverage



	Crew Training Sunday, April 7	DAY ONE Monday, April 8	DAY TWO Tuesday, April 9	DAY THREE Wednesday, April 10	DAY FOUR Thursday, April 11
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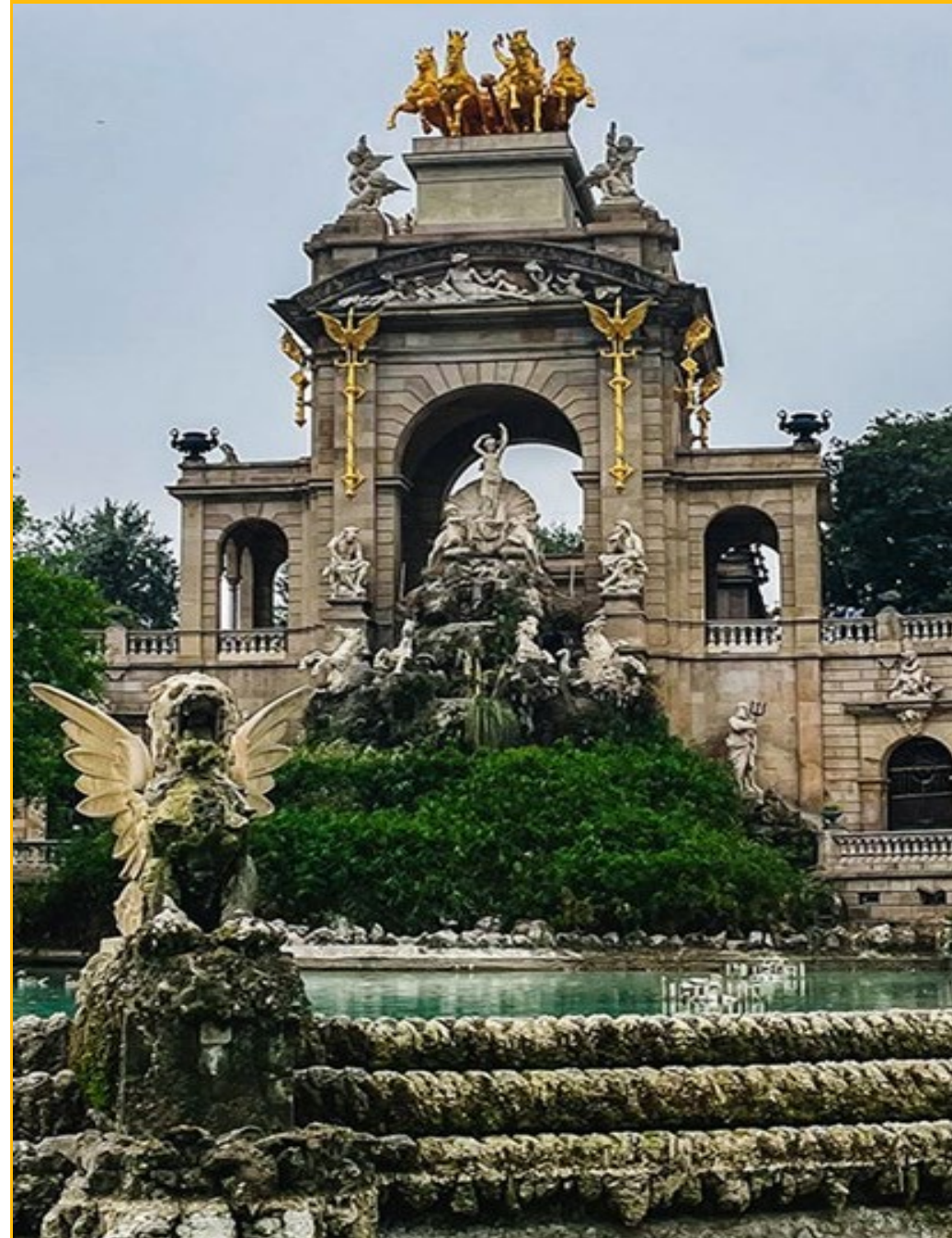
Venue	Support Managers on Duty				
Chicken Restaurant Hall 5	Mark Ellis Holly Hughes	Mark Ellis	Holly Hughes	Mark Ellis	Holly Hughes
Beef Restaurant Hall 7	Fabian Germain Katie Knytych	Katie Knytych	Fabian Germain	Katie Knytych	Fabian Germain
McCafè Hall 6	Luis Sanz Jenny McMullin	Luis Sanz	Jenny McMullin	Luis Sanz	Jenny McMullin
McCafè Hall 7	Miguel Botelho Katelynn Jahns	Katelynn Jahns	Miguel Botelho	Katelynn Jahns	Miguel Botelho
Corporate Experiences	Maddie Grouzard	Maddie Grouzard	Maddie Grouzard	Maddie Grouzard	Maddie Grouzard

Escalation Process

- Kitchen Manager advises Support Manager of problem (specific piece of equipment and location)
- Support Manager contacts Supplier support personnel by radio
- Supplier support dispatched to venue for immediate action

The Process

- An **issue is identified** by crew or managers
- Kitchen Manager will contact Support Manager with:
 - **Product**
 - **Location**
 - **Issue**
- **Support Manager will contact Service Technician by radio** and advise:
 - Location of issue
 - Identified issue
- Service Technician will **go to piece of equipment** and resolve the issue
- **Once issue is resolved**, Service Technician will notify Support Manager
- Support Manager will notify Kitchen Manager of resolution



Fire Safety Precautions

- For the 2024 Worldwide Convention, McDonald's has invested in a major upgrade of the exhaust and ventilation system.
- The key protection for this system is a full Ansul R-102 fire suppression system providing approved and vetted full coverage for the appliances (fryers, grills). This system has been designed in accordance with McDonald's global safety standards.
- The local Ansul authorized service provider – Climatec – will complete the necessary final installation and commission the system for use.
- Each kitchen in the International Restaurants will have 2 sets of handheld fire extinguishers: combined Type A for solid fuels (wood, paper, etc.) and Type F for kitchen oils and grease. These handheld fire extinguishers will be placed in prominent locations at the front and back within designated marked areas.
- In addition to handheld fire extinguishers, each kitchen in the International Restaurants will be equipped with approved fire blankets.
- The automatic fire suppression system will be on a link with the Fira Gran Via central system. This will alert Fira Gran Via security team of an incident but **will not** activate the main fire system.

WORLDWIDE '24

Thank You!

We couldn't do it without your support.