

November 8, 2023

McDonald's is committed to prioritizing a safe working environment in our offices and Company-owned restaurants, as well as supporting our franchisees in doing the same in the restaurants they own and operate. The vast majority of McDonald's U.S. restaurants – approximately 95% – are owned and operated by independent small business owners. The East LA McDonald's is a franchised location, and franchisee Matthew Tulaphorn has released the following statement about these reports:

*"We were deeply saddened to learn of Bertha's passing. Our top priority is always the health and wellbeing of our people, and we have policies in place to provide flexibility and accommodations, including sick pay, for crew members who are ill. We also encourage employees to take breaks during their shifts as needed. More than four months after Bertha's passing, there were protests at this same restaurant regarding the AC. While we regularly conduct HVAC maintenance to ensure our AC is properly operating, after being made aware of employees' complaints, we investigated immediately. There were no issues with our air conditioning during the heat wave (the week before the protest) or since, and it is currently fully functioning at this location."*