

Wellness Check training script:

In order to keep our employees and guests safe, we've introduced our Wellness Checks. As the manager on duty, you need to ensure you complete all Wellness Checks for all your employees prior to them starting their shift. It is of the utmost importance that we follow this process and complete it correctly. Let's review how this process works:

[What PPE is required for Wellness Checks?] You will need a handheld thermometer, a mask, disposable gloves, and sanitizer. Remember to make sure your thermometer is fully charged at all times.

[When should you conduct Wellness Checks?] You should conduct a temperature screening at the start of every employee's shift. Before you begin conducting Wellness Checks, you should be screened by another manager. Opening managers must complete a self-check if no other manager is available.

[The Harri app] The Wellness Check will be completed via the Harri app. After you download the Harri app on your mobile device, you'll log in and see the dashboard for your restaurant. Then, at the bottom of the screen, you click the heart icon to see a list of all active employees. It's important to ensure that your employee rosters are always current so you can easily find the employee you're screening. Once you've recorded their responses, remember to click "Save."

If you have an employee that isn't listed in the app or if there is an issue with the Harri app, you need to use the COVID-19 Wellness Check Form to complete the health check. This form can be found on the Hot Spot.

You must login to Harri via the browser (not the app) in order to access the Employee Health Check Report. Select the Employee Health Check Report from the Reports tab. You'll use this report to manage compliance and verify that health checks are completed for all employees on every shift.

[How to prepare for Wellness Checks?] Before you conduct the Wellness Check, you should wash your hands and put on the required PPE. You should also sanitize the thermometer before every use. Wellness Checks are to be done in the office. Make sure the forehead of the person being screened is free of hair, sweat, caps or any other obstructions so you can get an accurate reading.

[What happens during Wellness Checks?] You will hold the thermometer 2 inches in front of the employee's forehead and then press the button to display the temperature on the device. Report the temperature digitally on the COVID-19 Wellness form in Harri and ask them the Wellness Check questions. The Wellness Check questions will help you to determine if an employee has any Covid symptoms or recent covid exposure which may require them to isolate or quarantine.

[What should you do if someone has a fever?] Any temperature over 100.4 degrees Fahrenheit is considered a high fever. If someone has a temperature over 100.4 degrees or fails any portion of the questionnaire, you will follow these steps:

First, report their temperature in the Harri app. Then discreetly send them home and ask them to self-isolate based on the current guidelines. Next clean and disinfect the areas they used such as the office, bathroom, common areas, and shared electronic equipment. Once the areas have been properly disinfected, they can be opened for use. Lastly, contact your Area Director right away so the People Team can take steps to ensure all quarantine protocols are followed.

[What should you do if a positive case is reported?] All employees are required to report if they have tested positive for COVID-19. Let's review the steps you would take if one of your employees has tested positive.

You'll begin by contacting your Director and they will notify Nando's COVID Response Team of the positive test. You may inform your employees that they may have been exposed to someone who tested positive, but the identity of that person shouldn't be revealed.

The COVID Response Team at Nando's will then do contact tracing and inform you of the appropriate quarantine period, and the COVID positive employee will be placed on COVID leave. Once the employee has completed the appropriate isolation period, they can return to work.

Before you go, we want to remind you that the information you collect during the Wellness Check is confidential and should only be shared with your Area Director and the People Team. Also, all employees will be paid for their time spent completing the Wellness Check. If an employee forgets to clock in before completing the Wellness Check, please ensure that his or her hours are adjusted accordingly.

Once you exit this course, you'll see the link to the COVID-19 guidelines. If you need to find the most up to date COVID-19 policies and procedures, including the COVID 19 restaurant exposure SOP, after you take this training, they can be found in the library on the Hot Spot in the People Ops folder. Regularly checking this folder is the best way to stay current on the guidelines. Please take a few moments to review these guidelines and if you have any questions about the current guidelines, please contact your Area Director.

We've talked about the Wellness Checks, how to use the Harri app and what to do if someone tests positive for COVID-19. Understanding this information will increase our ability to keep everyone safe.

Click end to exit the course.