

# KELLY OPERATIONS GROUP

ATTENTION

## THE KELLY OPERATIONS GROUP PROMISE

- ▶ Our Company has an outstanding track record of protecting our employees and guests. To ensure safety as we welcome you back into our dining rooms, we ask that we make the following promises to each other: (COVID-19 Hotline 1-833-791-0879)

### OUR PROMISE TO YOU

- We will continue to be a leader in safe sanitation practices with all team members certified in safe food handling and a certified manager on every shift
- All employees will complete our Kelly Operations Group COVID-19 Safety & Sanitation Commitment training program.
- All employees will pass a health and temperature check prior to each shift
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines
- Hand sanitizer or hand washing stations will be available to all guests and employees
- We will clean and sanitize common areas and surfaces regularly – at least every 2 hours
- After each guest leaves, we will clean and sanitize each dining area after every use
- Other than sanitizable tableware, all items will be single use and discarded after each guest leaves, such as menus, salt & pepper, etc.
- Our teams will be here for you. We will be available to answer your questions about our promise and the steps we are taking. In the unfortunate event of an exposure risk, we will follow the state contact tracing guidelines.

### YOUR PROMISE TO US

- If you possess any symptoms of, or have been exposed to COVID-19, please use our contactless delivery option.
- You agree to follow our social distancing and sanitary guidelines that have been put in place to protect you, our employees, and other guests.
- If you have a weakened immune system or underlying health conditions, we ask that you not dine in our facilities and use our contactless delivery option during the early phases of reopening.
- If you have any questions about the Kelly Operations Group Promise, please ask for a manager who will be happy to assist you. Should you rather call our COVID Hotline, please do.
- In return, please notify us by calling our hotline if you feel there may have been an exposure risk from a member of your party while you visited us so we can follow the proper safety, sanitation, and communication steps. We will not share your personal information if you call, beyond informing our team and guests of a possible exposure.
- If dining in, where required by local city/county, state, or government office, you will be asked to complete a brief health declaration / contact form.
- Health Declarations will be kept on premises for 14-21 days per CDC guidelines, then properly destroyed.
- Any information where required by local city/county, state, or government office that is gathered, will be used for the sole purpose of contacting you if **you** were possibly exposed while in our restaurant. If you are contacted, we ask that you follow the CDC or local health authority's suggested guidelines.

# THE KELLY OPERATIONS GROUP PROMISE

## Supporting Guidance

### Section 1 – Introduction

#### ► What is the Kelly Operations Group Promise?

In partnership with all our operators and restaurants across the country, including local health officials, we have made a set of commitments to our employees and guests on how we will operate during the COVID-19 recovery period. When guests see this promise they can be certain that the restaurant is taking all necessary steps to protect their employees and guests and that they are taking a leadership role in protecting their community. Our Kelly Operations Group Promise also empowers guests to learn what they can do to help keep everyone safe. With your help and the help of our team, working together, we can overcome this challenge and be a stronger community together. All guidelines used to create this program have been thoroughly researched and gathered from the CDC and/or local health authorities and will be updated as needed.

#### ► Who will participate in the Kelly Operations Group Promise?

Every single one of our locations across all our brands.

#### ► How long will this program last?

Throughout the duration of the COVID-19 recovery efforts. Over time, our efforts will help shorten the recovery period and allow us to get back to dining in a socially relaxed environment. This is a fluid situation and Kelly Operations Group at a minimum will follow the CDCs and local health officials' guidelines. Those guidelines are the safest and best way to continue doing business for our guests and our employees while following the recovery effort timeline.

### Section 2 – Restaurant Responsibilities & Commitments

#### ► Here's what participation in the Kelly Operations Group Promise looks like.

Our management teams are required to uphold the following commitments to protect their employees and guests

- We will continue to be a leader in safe sanitation practices with all team members certified in safe food handling and a certified manager on every shift
- All employees will complete our Kelly Operations Group COVID-19 Safety & Sanitation Commitment training program.
- All employees will pass a health and temperature check prior to each shift
- All indoor and outdoor seating options will comply with the appropriate social distancing guidelines

- Hand sanitizer or hand washing stations will be available to all guests and employees
- We will clean and sanitize common areas and surfaces regularly – at least every 2 hours
- After each guest leaves, we will clean and sanitize each dining area after every use
- Other than sanitizable tableware, all items will be single use and discarded after each guest leaves, such as menus, salt & pepper, etc.
- Our managers and support teams will be here for you. We will be available to answer your questions about our promise and the steps we are taking. In the unfortunate event of an exposure risk, we will follow the state contact tracing guidelines.

► Some additional Kelly Operations Group Commitments that go above and beyond standard practices.

Different strategies will be appropriate for different restaurants at different times. The following are some additional practices that will be implemented or adapted to fit a restaurant's needs:

- The Manager on duty will be clearly identifiable and will be overseeing all safety and sanitation measures.
- All our team members that interact with guests will be wearing masks and/or other protective equipment as required
- All our team members handling food will continue to wear gloves and/or masks and other protective equipment in keeping with public health guidelines related to preventing cross-contamination.
- Number of Guests at a Table Limits – defined locally by state.
- Social Distancing guidelines will be followed by “closing or removing” separate tables, booths, and/or bar stools
- Use signage and/or floor markings to help guests comply with social distance guidelines in common areas like entryways, restrooms, etc.
- Communal Serving areas such as condiment bars/buffets will remain closed during the recovery period.

► We will perform a simple yes or no statement health and temperature check for each employee before each shift

- Do you have any of these symptoms or have you in the last 24 hours: fever, aches, cough, shortness of breath?
- Have you come in contact with anyone diagnosed with COVID-19?
- Are you currently waiting for the results of a COVID-19 test?
- All employees understand that it is their responsibility to keep our people safe.
- Any employee having knowingly come into contact with and/or showing symptoms of COVID-19 must call and speak to their manager directly. Call as soon as possible prior to your shift, do not show up as you will be restricted from working or entering the building.

- All team members know it is their responsibility to comply with KELLY OPERATIONS GROUP [the restaurant's] health and sanitation standards.
- All employees will have their temperatures checked and any **with a** mild fever (100.4 F or above) will be sent home.

#### ► How Kelly Operations Group will communicate our commitments and standards

KELLY OPERATIONS GROUP will distribute our promise and guidelines the following ways:

### **EMPLOYEES**

- Kelly Operations Group COVID-19 Safety & Sanitation Commitment
- Using CDC and local health advisory guidelines, we have created an action plan and training program each of our employees will complete prior to opening our restaurants and/or allowing them to return to work
- We have enhanced our existing Safety and Sanitation Standards to include guidelines to reduce the spread of COVID-19
- We will host classrooms, provide study guides, and test all employees to ensure they grasp the details and severity of these guidelines

### **GUESTS**

- Kelly Operations Group Promise
- We are clearly detailing our expectations of our operators and will make this promise and our commitment readily available for our guests
- Our Promise will be emailed to all our loyalty club/email mailing list members, available on our website, posted on our doors with additional copies on hand, and accessible from social media

## **Section 3 – Guest Responsibilities and Options**

#### ► Why are guests included within the Kelly Operations Group Promise?

Guests are included because we all have a responsibility and must follow public health authority guidance to prevent the spread of COVID-19. By partnering together, we can keep everyone safe.

► What commitments does the Kelly Operations Group Promise ask guests to make to the restaurant and our team members?

- If you possess any symptoms of, or have been exposed to COVID-19, please use our contactless delivery option.
- You agree to follow our social distancing and sanitary guidelines that have been put in place to protect you, our employees, and other guests.
- If you have a weakened immune system or underlying health conditions, we ask that you not dine in our facilities and use our contactless delivery option during the early phases of reopening.
- If you have any questions about the Kelly Operations Group Promise, please ask for a manager who will be happy to assist you. Should you rather call our COVID Hotline, please do.
- In return, please notify us by calling our hotline if you feel there may have been an exposure risk from a member of your party while you visited us so we can follow the proper safety, sanitation, and communication steps. We will not share your personal information if you call, beyond informing our team and guests of a possible exposure.
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