



NANDO'S HOUSE RULES

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Nando's House Rules

The Nando's HOUSE RULES are the stepping stone to the Nando's Procedures. Every Staff Member (Nandocas) and every Manager (Patrao) receives the House Rules on commencement of employment with Nando's.

Think of the House Rules as the "Nando's Restaurant Constitution"!

The House Rules are there to ensure certain disciplines are in place for the benefit of both the Employee and the Employer.

What is Nando's all about?

We believe our Nando's family is made up of a special breed of people.

It is our people who have made Nando's the success it is today.

Nandocas together, form the heart of Nando's.

We are proud of our company and live by Our Creed:

Nando's is not about chicken.

It's never been just about chicken.

It's about pride, passion, courage, integrity and most of all, family

In every family there are values and rules, which make it unique, and Nando's is no different.

The Nando's House Rules re-enforce Our Creed and set clear and specific guidelines identifying the most important work place requirements for all Nandocas.

The most important House Rule is to follow the Nando's Operations Manual at all times!

OPERATIONS MANUAL 2010

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What do the House Rules encompass?

The Nando's House Rules cover a broad range of work-related behaviors and values and include:

1. Things to do before you commence employment.
2. Personal presentation, dress code standards and hygiene.
3. Arrival time and attendance.
4. Company policies and the Operations Manual.
5. Company property and facilities.

BEFORE YOU COMMENCE EMPLOYMENT:

1. Make sure you complete all areas of the Staff Application Form
2. Be sure to complete all areas of the Next of Kin Form
3. Don't forget to complete all areas of the Bank Details Form
4. Complete a Tax Declaration Form
5. Complete the Workcover Insurance Form
6. Successfully complete all the Induction modules on Periuni. Make sure you ask your Patrao for your login access details.
7. Finally, complete all areas of the Employment Contract and give all of this information to your Patrao

Delays in providing any information may cause unnecessary delays in the payment of wages and the non-payment of wages until correct details are obtained.

Should your personnel details such as your name, address, telephone number, marital status, family or next of kin change, it is essential that you notify the Patrao immediately in order to keep the companies personnel records up to date.

Personal Presentation

Being confident at work and looking and feeling good comes from taking pride in your presentation and, most importantly, your attitude towards your presentation. Remember that good presentation creates good impressions.

- The Patrao may, at their discretion, send an employee home to improve upon their personal presentation before permitting them to start their shift. This includes where an employee is not wearing correct uniform.
- In such instances, an employee will not be paid until they present themselves for work according to Nando's dress code standards.



Dress Code

The company standard for each staff member's uniform has been formalized for the purpose of standardizing and maintaining the image of Nando's. Adherence to the Nando's Dress Code will also reduce the consequences of an accident at work.

All employees of Nando's Australia are required to meet these standards:

- Black, leather-upper shoes (covers whole foot) with NON-SLIP oil resistant rubber soles - (Work Safe shoes/boots.)
- Sneakers, runners and slip-ons are unacceptable.
- Clean black socks .
- Black pressed pants with black belt or black jeans that are not faded or have rips or tears in them.
- Black leggings or pants with frayed pockets and cuffs are unacceptable
- Black Nando's cap/bandana - ALL STAFF!
- Nando's black branded T-shirt only .
- ALL PATRAOS - Nando's black "managers shirt" and cap.
- Aprons are to be worn by all staff.
- Ask your Patrao if you have any questions about your uniform!
- Patraos may take their caps off when out the front of the restaurant in the customer area.
- All Nandocas including Patraos must wear "Nando's chilli" name badges on the top right hand side of the shirt.
- Names on the "Nando's chilli" name badges are to be printed on a clear label using the labels and labeler supplied in store.

What you can wear

- Nando's current approved uniform
- Long black trousers or tidy black jeans
- Closed black leather non slip shoes
- Nandos approved cap
- Nandos approved apron
- Clear, printed labeled chilli name badge

What you cannot wear

- Rings, watches and bracelets
- Shorts, facial piercings
- Slippers, thongs, sandals, high heels or slip-ons
- No cap, hair not tied back
- No name tag
- Handwritten name on the badge



When in Public

In addition, when in public, employees will be regarded as acting within the course and scope of their contracts of employment whilst wearing the Nando's uniform.

- Any misconduct or commission of a criminal offence whilst wearing a Nando's uniform will be dealt with in the terms of the disciplinary procedure.
- Your behavior, including your language and what you are eating will be a reflection of Nando's while you are in uniform.
- When travelling to and from work and on designated breaks, you should remove your apron and cap and wear a jacket or top over your uniform to prevent any misinterpretation of your actions while on your own time.

Hygiene

Your personal hygiene not only affects you it affects others too! Remember to always have clean hands. Wash them regularly using our anti-bacterial hand soap.

All Nandocas!

All areas behind the front counter are classed as the kitchen, as such all Nandocas need to wear the correct uniform and take proper precautions when handling and serving food.

This ensures hygienic handling of food and helps prevent infection and disease from spreading.

- Gloves must be worn at all times if handling food without utensils (bare hands).
- All Nandocas must wear a Nando's black cap/bandana with their hair tied back to prevent it from coming into contact with food and equipment.
- No rings, or watches & bracelets may be worn if handling food.
- Only a single "sleeper" per ear lobe is acceptable in food handling areas. No other piercings (ears or facial) are allowed at front or back of house.
- No nail polish or fake nails are to be worn at all as it could chip or break off and go into the food.
- Keep your nails short and clean.
- All staff members must shower or bathe regularly, and use deodorant. Light fragrant after-shave and perfume is acceptable.
- Brush your teeth regularly to avoid bad mouth odors and prevent dental problems.
- All male Nandocas must be clean-shaven for their shift. Facial hair is allowed but it must be clean, maintained short or well trimmed.



Medical Examination

- Nando's reserves the right to request you to undergo a medical examination prior to, during, or upon termination of employment.

Attendance

- Make sure you are ready to start work five minutes before your shift begins
- It is entirely your obligation to check when you are rostered and to subsequently work the rostered shift
- If you cannot make a shift make sure you tell your Patrao.
- If you are unable to attend work due to illness, please call the Patrao on duty at least three hours before you are scheduled to work.
- You are required to provide a medical certificate for each sick day.

Attendance Registers

- Staff must sign their FULL NAME on a time sheet at the start and the end of each shift.
- Your Patrao will also have to sign your time sheet to verify that the hours are correct.

Remember, your wages are calculated from the information on the time sheet.

Rosters

A roster is provided in your Restaurant. Rosters can be subject to change. At the end of each shift, check when you are working next time!

Rosters will be made available a week in advance, please ask your Patrao if you have any questions.

You may NOT exchange shifts or days off between yourselves without the prior permission from your Patrao.

Workstations in the restaurant

- Your Patrao will advise you of your workstation position for each shift.
- Sometimes you may be asked to jump on another workstation to help out

Public Holidays

- All Nandocas rostered to work on public holidays shall be under obligation to report for duty on the relevant day.
- Any additional payment for these days will be dependent on the contractual conditions of your employment & the relevant State agreement in place.



Talking with the media

All aspects of the media are to be dealt with the Marketing Manager and Managing Director.

If you have any queries or concerns, ask your Patrao and they will pass on the information to head office.

Confidentiality

When you are working for Nando's or when you leave it is important not to share documents with other people.

If you do leave Nando's, return everything i.e. Codes, keys etc, to your Patrao.

Nandos wishes you all the best with your new employment if you do decide to leave the Nando's family.

Restricted Areas

Make sure you only go into the office if you are asked to by your Patrao.

Please don't surf the internet!! The computer is out of bounds!

Workplace Behavior

Whether you're a griller, work in customer service, or even a Patrao, your workplace behavior and attitude reflects on Nando's reputation. We want to create a working environment which is supportive and stimulates you. We want to create an environment where you will love coming to work and make it easy for you to give each and every customer an amazing experience every time.

Eye Contact

Look at your fellow Nandocas and customers when talking to them, it shows interest and concern - be genuinely interested!

Smile

It's the best thing your customer may see all day. It costs nothing to give a smile. A smile can overcome many minor problems.

Stance

Make sure that you stand up straight, look smart and willing to serve customers.

Tone of Voice

Remember that tone reflects attitude! Clear and pleasant tones prevent misunderstanding.



Noise

Whilst at work, be as quiet as practical. Personal radios, tape recorders and musical instruments are not permitted without the permission from the Patrao - Nando's supplies restaurant music!!

- Mobile phones are not allowed while you are working, this also includes phones being kept in pockets and on shelves in the kitchen!

Eating / Drinking / Smoking

- Any food or drink items in your personal possession must be disclosed to your Patrao when brought onto the premises.
- No food or drink whatsoever may be taken by an employee without the prior approval of the Patrao. If you do not have this permission the you are STEALING!
- You may only eat and drink in a staff designated area - NO EATING IN THE KITCHEN! Remember to cover your uniform while eating.
- There is to be NO SMOKING in or out the front of the restaurant at any time.
- You are only allowed to smoke outside of the restaurant and not in Nando's uniform - WASH HANDS WITH ANTI-BACTERIAL HANDSOAP AFTER SMOKING!

Staff Meals

- Nandocas who receive staff meals are reminded not to wear their uniform whilst on a break. Make sure you put a jumper on or change your t shirt
- Your Patrao will schedule staff breaks. If you receive a staff meal, please remember it is a privilege, not a right.

Complaints

At Nando's we realize that we are not always perfect and sometimes we need to deal with customer complaints. At all times we should treat every customer with respect and listen patiently to their complaint, then try to rectify this situation as quickly as possible.

Make sure you always refer serious complaints onto the Patrao!

Information

- Make sure you check the staff notice board daily for meetings and staff functions etc.

Lost Property

- All articles left in the store by customers must be handed to the Patrao of the store for safe keeping.



Financial Transactions

- If your position involves transactions of cash, credit cards, or cheques, you must comply with the relevant Nando's operating standards.
- In the event of any discrepancies, you will be held responsible.
- ALL Cashiers are required to count the cash in the drawers before and after they start their shift
- Please don't conduct personal business whilst at work.

Keys and Cash Float

- The security of keys and any cash floats entrusted to you is your responsibility.
- They are never to be left unattended or handed to any unauthorized person.
- Such keys or cash must be correctly returned / deposited at the end of your shift and are not permitted to leave the premises.

Telephones

- Ask your friends and families not to telephone you while you are on duty at the restaurant except in an emergency.
- Obtain permission from your Patrao before making and receiving phone calls.
- Telephone call may only be made during authorized work breaks.

Mobile Phones must not be used whilst on duty, this includes phones being on silent and taking a call, text messaging and talking out the back in the kitchen!

Staff Visitors

- If you have visitor whilst on shift, make sure you let them know that you are working and you will not be able to stay and have a chat! Should an emergency occur that requires you to leave you must advise your Patrao immediately.

Alcohol and Drugs

- Nandocas are strictly prohibited from bringing on to premises, having on their person, consuming, or being under the influence of alcohol or drugs whilst on duty.
- Any breach of this point will result in disciplinary action.

Dangerous Weapons and Substances

- Nandocas may not keep any dangerous weapons or substances on the company premises whatsoever.
- Any breach of this point will result in disciplinary action.



Disciplinary Action

All employees of Nando's Australia are expected to observe the highest standards of ethics, integrity and behaviour during the course of their employment.

The standards expected of employees include:

- Compliance with all company policies, procedures, house rules, regulations and contracts of employment;
- Compliance with all reasonable and legal instructions of managers.

Behavior inconsistent with any of the Nando's standards may result in disciplinary action up to and including termination. Below are some examples of inconsistent behaviours:

- Dishonesty of any kind. Dishonesty includes but is not limited to, lying, falsification of records, documents or reports
- Failure to advise manager of absences from work. - As an employee of Nando's, it is your responsibility to inform your manager of your absence from work. Advising your manager should be in the form of phone call, text or email messages will not be accepted. Notification via a family member or partner will only be accepted if you are physically unable to make the call yourself. Do not call a co-worker and have them inform your manager on your behalf.
- Acts of Insubordination - Failure to follow instructions
- Failure to control anger resulting in acting or speaking out in a manner which is deemed as threatening, aggressive or inappropriate.

All counseling and discipline matters will be dealt with in accordance with the "Counseling and Discipline" policy.

Workplace Bullying, Harassment and Discrimination

All claims that infringe a staff members legal, moral and ethical rights will be taken very seriously and performance managed with disciplinary action and potentially instant dismissal if proven. Ensure that you are familiar with each of the Nando's Policies which are available on Peri Uni and displayed in store.

Security Search

- The Patrao reserves the right to ask to search any bags, etc when entering the restaurant, whilst on duty, or when leaving the restaurant.
- No packages may be taken from the store without the prior permission of the Patrao.
- This is to make sure that stock is not going missing!



Dealing with Robberies

If an armed robbery occurs:

- Keep calm and don't make any sudden movements.
- Do what the offender demands.
- Memorise as many details about the offender as you can.
- Note the method and direction of escape.

Reporting Emergencies

Should you encounter an emergency situation in the restaurant; inform you Patrao and/ or Assistant Patrao immediately.

ALL INJURIES AT WORK MUST BE REPORTED TO THE PATRAO & THE INJURY REPORT BOOK MUST BE FILLED IN!