

Nomination: 6446

Panda Restaurant Group - Stronger Together

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Panda Restaurant Group

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Panda Restaurant Group - Stronger Together

Category

K01 - K06 COVID Response > K02 - Most Valuable HR Team

COVID-19 Response Submission Format

Written Answers

a. Outline the organization's or individual's work during the COVID-19 pandemic, to ensure that employees are safe, employed, and/or informed, that you wish to bring to the judges' attention (up to 250 words). Required

Panda Restaurant Group has always had a people-first culture and during the COVID pandemic it has been crucial to ensure our Associates are financially secure. We invested over \$27 million in expanding our Pay and Benefits policies to support Associates working on the frontline.

Pay Enhancements

- Appreciation Pay
- Health and Safety Pay
- Change of Operations Pay
- Store Closure Pay
- Leave Share Program

Benefits Enhancements

Especially during the challenging and uncertain times of COVID, Panda's people-first policy prioritized Associates' well-being with a whole person approach, providing resources to support physical, mental, emotional, financial, and spiritual health.

Health:

- 100% Panda Paid Benefits
- Virtual Doctor Visits

Wellness:

- Mental, Emotional, Physical Support
- Financial Support

Panda's extended health coverage during COVID shut-downs allowed everyone to maintain good health at no additional cost.

The HR team hosted 150+ trainings for managers nationwide to communicate changes and provide a sense of security and stability during this challenging time.

Operating Procedures and Education

In response to the pandemic, the Panda team looked at every aspect of our business to make changes to enhance safety. We closed dining rooms and switched our model to contactless service.

Panda Express ranked #1 in health and safety protocols for the food & beverage industry for the second year in a row by Ipsos, a global research firm.

We created and shared the Panda COVID-19 Operating Guide to help support other local retail businesses that may need guidance around training and best practices.

b. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Attachment 1: Details the COVID-related Pay and Benefits enhancements listed above.

During these challenging times when fear and anxiety is high, Panda reinforces our people-first culture through action by prioritizing their health and safety. We recognized that our associates were seeking physical, psychological, and financial security. As a result of COVID-19, we invested over \$27 million in expanding our benefits and pay policies to support our associates working on the frontline. Panda's extended health coverage during COVID-19 shut-downs allowed everyone to maintain good health at no additional cost. The expansion of our pay policies also ensured that our associates were financially secure so that they can take care of themselves and their families. Our Human Resources team hosted 150+ trainings for all managers nationwide to not only communicate changes, but also inspire hope by providing associates a sense of security and stability during this challenging time.

Attachment 2: Panda shared our COVID-19 Operating Guide with local retail businesses across the country who sought guidance on COVID-related training and operations best practices. The health and safety protocols shared were recognized two consecutive years by Ipsos, a global research firm, as the #1 health and safety protocols for the food and beverage industry.

Webpage Link

www.pandarg.com (<http://www.pandarg.com>)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

www.pandacareers.com (<http://www.pandacareers.com>)

Would you like to add an additional webpage link?

Yes

Webpage Link 3

www.pandaexpress.com (<http://www.pandaexpress.com>)

Would you like to add an additional webpage link?

No

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/15683/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNTY4MjYwYXNjb3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImNbnm900bfzi4nk5NLqEWU?Panda%20Restaurant%20Group%20COVID%20Pay-Benefits%20Enhancements.docx>)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

Download File (<https://stevies-sage.secure-platform.com/file/15684/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNTY4NCwiYXNjb3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImNbnm9vHtzhqcoVy4JrBw?PX-COVID-19-Operating-Guide-090220.pdf>)

Would you like to add an additional supporting document?

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