

### 3) Code of Ethics and Professional Conduct

This Code of Ethics and Professional Conduct ("Code") has been produced as a set of guidelines to be adhered to at all times by staff when working on the premises (Salt the Radish Cafe) or at other locations (when Salt the Radish is providing external catering services for clients). Staff include management, full-time, part-time, temporary and casual workers. The requirements within this Code are a basic standard of conduct.

The café's integrity and brand are represented by its staff and it is their continued adherence to this Code that makes the company what it is. This is a statement of our ethical values and practices as a business.

This Code has not been produced because of any doubt that existing staff already follow these requirements. It has been produced in order for management to fully commit to these measures and ensure we hold ourselves accountable to them first, leading by example.

This is a Code for staff, however, before outlining our commitments it is worth noting here that we also expect a certain level of respect and standards of behaviour from our customers. Although we cannot control this, staff can choose not to serve someone if the following condition has been met:

- The customer has made a comment or carried out an action which they feel is rude, hostile or discriminatory, a threat or act of violence has been made towards a staff member or another customer or the customer is undertaking an unlawful or unethical practice on the premises.

#### Commitments:

- 1) The management support the 10 commitments within this Code and will adhere to them at all times, leading by example.
- 2) Our primary purpose is to work together as a team. We will always support each other, be kind, considerate and communicate effectively.
- 3) We have a zero-tolerance policy to any intimidation, bullying, threats or violence. There will be no discrimination between staff, particularly regarding the following protected characteristics. Staff must be sensitive to these characteristics, but it is understood that this is not an exhaustive list:

- Age;
- Gender reassignment or gender identity;
- Being married or in a civil partnership;
- Being pregnant or on maternity leave;
- Disability;
- Race including colour, nationality, ethnic or national origin;
- Immigration status;
- Religion or belief;
- Sex; and
- Sexual orientation.

- 4) We have a responsibility to uphold and promote the reputation of the café. We strive to be the best we can be and every day we will work towards this goal.

- 5) Staff will treat all customers fairly and equally regardless of the protected characteristics previously mentioned in point 3. Staff should be aware that in order for customers to have equal access to the service we offer they may require special attention. For example, all staff should know how to use the disabled accessibility ramp and should make all adjustments necessary and possible to aid customers with physical disabilities. In addition, it is important that staff are aware that not all disabilities are visible.
- 6) If there is a reason to suspect an unlawful or unethical practice taking place on site by staff or a customer, please report this to a manager immediately.
- 7) The use, distribution, sale or possession of illegal drugs or any other controlled substance, except for approved medical purposes, in the workplace is prohibited.
- 8) Being under the influence of illegal drugs, controlled substances used for non-medical purposes, or alcoholic beverages in the workplace is prohibited.
- 9) Employees should work in a safe manner. The company is committed to an injury-free and illness-free workplace that is operated in an environmentally sound manner in compliance with all relevant laws and regulations that protect worker safety and the environment.
- 10) Staff must fully understand their obligations in terms of hygiene, cleanliness and the general upkeep of the café. We must ensure the café is maintained to the highest standards.

Through teamwork and leading by example we will continue to implement the above commitments every day. On the rare occasions where the Code of Ethics and Professional Conduct is not adhered to, disciplinary action will be taken. This will be assessed on a case-by-case basis and will be at the manager's discretion.

If staff have any questions or would like to suggest any amendments to the Code, please contact management.

Document Approved by.....

Signed.....

Date.....