

CORE POLICIES

BENCH COFFEE CO.

SAINT DREUX
サン・ドゥルー

LITTLE CARDIGAN

WELCOME

We would like to welcome you to BENCH. We are excited to have you apart of the team and are looking forward to working together, making delicious coffees, serving treats and building strong, lasting relationships with our customers and each other.

You have been hired because we believe you can help us to deliver these high levels of customer satisfaction. We want to ensure that your interactions with other BENCH employees and our customers will reflect the value that BENCH places on customer service, teamwork, consistency and high standards of product.

The purpose of this manual is to introduce you to BENCH and give you some information about our history, how we operate and what we do. You will also find information about your terms and conditions of employment, our expectations around your behaviour and our policies and procedures.

This manual has been designed as a resource and reference for you. If you have any queries or questions please do not hesitate to contact any of the leadership team, who's details are listed at the end of this manual.

Thank you for joining the BENCH team and we look forward to what's ahead.

OUR COMPANY HISTORY

BENCH started in 2014, when Slater St Bench was created, aiming to break down the boundary between customer and staff. In 2015, 580 Bench was born, bringing the same value further down St Kilda road.

2019 saw the birth of SAINT DREUX. Bold design, crispy and fluffy katsu sandos delivered in a kissaten-inspired setting. Notably, Saint Dreux was shortlisted in the Eat Drink Design Awards, a huge accomplishment for a 'hole in the wall' food court venue.

A short six months later BENCH COFFEE CO. was launched, bringing some positive energy to 2020. Focusing on quality green bean selection and precise roasting, all aspects of coffee was now created by our own, from bean to cup. In April 2021, we introduced BENCH COFFEE CO. Lt Collins, our flagship espresso bar. Combining keen design aesthetic and the art of coffee, this space is a showcase of all things BENCH COFFEE CO.

In 2022 a short trip across the river sees an exciting new home for our roasting team and shared collaborative space with LITTLE CARDIGAN bakery. BENCH HQ is home to our offices, Loring roaster and brew bar showcasing bench coffee and pastries from Little Cardigan.

As the business continues to grow so will our family.

WHAT WE DO

Within BENCH we look to provide excellent coffee, service and food in a uniquely designed space. We roast specialty grade coffee and offer small batch food; showcasing and supporting various local artisanal Australian producers and, lastly, create a friendly space where people can relax, enjoy coffee and maintain relationships that go beyond 'barista' and 'customer'.

OUR VISION, MISSION AND VALUES

It is a key importance to BENCH to maintain standards and offer consistent quality product and service.

Customer service can be a thrown around term which, much like 'common sense', has lost some meaning. Here at BENCH we strive to provide an excellent customer experience and put meaning back into service. Each shop will differ slightly but keeping some core points in mind when entering service will help the day run smoothly, and more importantly, be fun.

Some key service values to keep in mind:

Hi's and bye's

Every customer. Always. No exceptions.

Eye contact and full sentences

You will notice how much of a difference it makes to your day, your ability to remember and, most importantly, the individual service your customer will feel.

More steps to the customer than they take to you

When handing take away coffee's never allow the customer to take more steps towards you than you towards them.

No 'Hi, how are you'

Unless you mean it, do not fall in to the habit of asking how someone is as a greeting.

Coffee presentations

Take away cup, lip to customer. Dine in, latte art toward customer, with spoon handle and cup handle facing the same way. More on this later.

Exceed expectations

Of customers and of yourself. Know what they need before they even do.

Eyes up

Even when stressed out, busy and under the pump, looking up allows you to keep calm, reset and touch base with waiting customers, even if with just a glance.

Cleanliness

Keep it clean. Keep it tight. We have nowhere to hide.

Support

Each other. Know when to help. Don't overcrowd or double handle. Ask for help, offer help. We are a family who support each other.

Remember customer names and coffees

YOUR EMPLOYMENT

Your employment with BENCH is essentially governed by your contract of employment, BENCH policies, in conjunction with this manual. The following section provides general information regarding your pay, rostered conditions and our expectations of you.

Roster

A fortnightly roster will be posted using Deputy, about one week ahead of the roster's start date. If you need to change a shift after the roster has been posted, please let Hannah know as soon as possible.

Payroll

Your pay cycle is weekly. Our pay cycle runs from Monday to Sunday over a one-week period and pays are processed on Wednesdays, weekly. Pays will be automatically deposited electronically into the bank account details provided to BENCH. Taxation payments are automatically deducted from your salary. Superannuation payments are paid into your nominated fund.

Breaks

Your break will be 30 minutes and you will receive an allowance of \$5 per day, deposited to your nominated bank account together with your weekly pay.

Food, drinks & retail

You are welcome to as much drink as you like during your shift. Food items are at 50% off for staff. BAUHAUS retail is \$10 for staff, other seasonal retail coffee is \$10 OFF retail price. Other retail items are at cost price (check with Frankie how much the cost price is).

Timeliness

We hope to see staff arrive for work five or ten minutes before their rostered start, to allow adequate time to put away possessions and prepare themselves for work. If you are going to be late for any reason, please contact the manager or other staff member who is working on the day.

Conduct

To promote a professional, warm and comfortable environment for both staff and customers, to treat co-workers and customers with respect.

Phones

Mobile phones are only to be used by management during service. If you have an urgent matter to attend to, please avoid using your phone in front of customers and go to the back room.

Quality Control

Producing consistently high quality drinks and food takes a keen attention to detail and efficiency. Please let us know if you notice any changes to the quality

of our products as we value your input. Likewise, hold each other accountable for the consistency and presentation of our offerings.

Product Knowledge

We expect staff to demonstrate knowledge of all of our products, from coffee to pastry or house- made food offerings, as well as an eagerness to learn more. Ask your fellow staff or management if you have any questions.

Purpose

This policy affirms BENCH COFFEE CO's belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that BENCH expects of all employees.

Principles

Our employees contribute to the success of our business and that of our customers. BENCH fully endorse that all employees are not deprived of their basic human rights. Furthermore, our employees have an obligation to the business, our customers and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and customer trust.

Policy

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, customers and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities
- Be considerate and respectful of the environment and others
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, customers and suppliers
- Promote the interests of BENCH
- Perform duties with skill, honesty, care and diligence
- Abide by policies, procedures and lawful directions that relate to your employment with BENCH
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner

BENCH expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards

Any employee in breach of this policy may be subject to disciplinary action, including termination. Should an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the HR manager.

This policy will be regularly reviewed by BENCH and any necessary changes will be implemented by the HR manager

Dress Code Policy

All shops to wear black tops, of any style and shape (within reason) and pants, of any style and shape (no shorts).

Training and Development

On the go training will be provided by senior members within rostered working hours within each shop location. Further skills training will be offered at the employees and/or managers discretion.

Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have. If there is something you want to learn or skills you want to grow, we are here to help.

Probation

The 3 month probationary period is a time for both the employee and the business to assess suitability, fit and competency within a role. During this period BENCH commits to reviewing employee performance and at the end of this time ongoing permanent employment will be confirmed. Within the probationary period you should expect:

- Managers to give informal and formal appraisal during the probation period
- Give at least one formal appraisal four weeks before the end of probation
- At the end of the probation period, complete a final probation appraisal

and advise the employee of the result

Equal Employment Opportunity (EEO) and Anti Bullying

This policy applies to all staff including suppliers and customers and covers all work-related functions and activities. It also applies for all recruitment, selection and promotion decisions.

The objective of our Equal Opportunity Policy is to improve business success by:

- Attracting and retaining the best possible employees
- Providing a safe, respectful and flexible work environment
- Delivering our services in a safe and respectful way

Discrimination, Sexual Harassment and Bullying

BENCH COFFEE CO. is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal. For the purposes of this policy, the following definitions apply:

Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under Victorian law.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated.

Workplace bullying may include behaviour that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

BENCH provides equal opportunity in employment to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation. Under State legislation they include:

- Age
- Breastfeeding
- Carer status
- Disability
- Employment activity
- Gender identity
- Industrial activity
- Lawful sexual activity
- Marital status
- Parental status
- Personal association with someone having any of these characteristics —
- Physical features
- Political activity or belief
- Pregnancy
- Race
- Religious activity or belief
- Sex
- Sexual orientation

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager. Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Procedure: To Make A Complaint

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager. Employees may also lodge a complaint with the Victorian Equal Opportunity and Human Rights Commission, the Australian Human Rights Commission, or take action under the Fair Work Act 2009.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

Leave

General leave policy

Unless specified otherwise, employees referred to in this policy mean permanent full-time or part-time employees. All employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. All planned leave has to be mutually agreed, and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence.

All leave requests, as well as general unavailability days, are to be lodged using Deputy. Please communicate with appropriate management if needing extended leave, including unpaid leave and carers leave. Any leave requests will be considered in a timely manner and all intentions will be to grant requests whenever possible.

Sick leave and days in lieu will be monitored by management through Deputy. Accrued leave updates can be requested at any time by employees.

Performance Management

Policy

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review with their immediate managers at least 2 times a year. We aim for on-the-job feedback between all staff, including management, throughout rostered working hours. This can be delivered in a more casual setting, looking to improve real time situations and skills.

Performance improvement

Where warranted BENCH will use an improvement process to improve performance. Should such improvement processes be unsuccessful in improving an employee's performance, BENCH may decide to end an employee's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

It is with every intention to work together to overcome performance issues and improve upon lacking skills. If an employee deliberately breaches policy or procedures, the improvement processes will also be implemented. In cases of any serious misconduct or breach of policy, BENCH may move to immediate dismissal.

Each employee must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. BENCH will offer appropriate avenues of support and training to meet standards set.

Grievance complaints

Policy

BENCH supports the right of every employee to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them. We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, BENCH will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

Intellectual Property and Security

All intellectual property developed by employees during their employment with BENCH COFFEE CO will remain the property of the company. Employees may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of BENCH

Employees must not:

- Disclose or use any part of any confidential information outside of the performance of their duties and in the interests of BENCH COFFEE CO; or authorise or be involved in the improper use or disclosure of confidential information; during or after their employment without the Employer's written consent, other than as required by law.

- 'Confidential information' includes any information in any form relating to BENCH and related bodies, clients or suppliers, which is not in the public domain.

- Employees must act in good faith towards BENCH and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and BENCH may also pursue monetary damages or other remedies.

Environmental Best Practice

Policy

BENCH will comply with all local, state and federal laws and regulations on:

- Disposing of trade waste (i.e. waste added to the sewer) and waste water
- Safe handling, storage and transport of hazardous waste and dangerous goods
- Noise
- Land use
- Air pollution and carbon emissions

BENCH will strive to better our environmental impact and reduce our carbon footprint. We value and are grateful to the planet and are always looking for ways to improve the way our industry effects climate change. If you have a passion for this cause and any ideas, please approach the HR manager.

Steps to bettering ourselves include, but are not limited to:

- Investigate ways to reduce consumption or recycle waste
- Work closely with suppliers to minimise waste and consumption
- Give preference to maintenance and other contractors using green products
- Dispose of coffee grounds and chaff correctly in partnership with Reground
- Explore solar power for applicable shops
- Look for opportunities to improve waste management and continue to

grow a green business

- Be advocates of the future and how we can better ourselves and as an industry
- Explore more sustainable packaging and consumer goods

CONTACT

HR & Operations

Hannah Lancman

0403 187 179

BENCH respectfully acknowledges the Traditional Owners of the land on which we live, meet and work, the Wurundjeri and Boon Wurrung people of the Kulin Nation. We pay our respects to Elders past, present and emerging, and extend our respect to Aboriginal and Torres Strait Islander Peoples from all nations of this land.

NEW EMPLOYEE FORM

BENCH COFFEE CO.

PERSONAL DETAILS

Full Name

Date of Birth

Address

Email Address

Mobile No.

Tax File No.

Visa Status

SUPPERANNUATION

Company

Membership No.

BANK DETAILS

Account Name

BSB

Account No.

EMERGENCY CONTACT

Full Name

Relationship

Contact No.

Please send through completed form to hannah@benchcoffee.co. Thank you!

MANAGER ONE-ON-ONE MEETING

BENCH COFFEE CO.

Date & Time _____

Manager _____

Employee _____

Review (circle one)	1 Week	1 Month	3 Months	6 Months	12 Months
---------------------	--------	---------	----------	----------	-----------

How is everything going today? Tell me about this last week? _____

What are you enjoying most about working here? _____

What is one thing you would like to see change about your role or the company? _____

What things would you like to learn? _____

How can we support you in your growth? _____

How is everything going with the people you work with at the shop? _____

Any interactions you would like to discuss? _____

What feedback do you have for me? _____

Is there anything we didn't cover that you would like to cover next time? _____

What goals would you like to achieve between now and our next catch up? _____

Notes _____

Signature _____

Manager Name, Date	Employee Name, Date
--------------------	---------------------

FORMAL GRIEVANCE FORM

BENCH COFFEE CO.

Date of Form Submitted _____

Employee Name _____

Date, Time & Location of Event _____

Witnesses (if applicable) _____

Account of Event (detailed description of what happened, include any names and relevant information)

Violations (state any company policy beaches) _____

Proposed solution to grievance _____

Next steps or actions to be taken _____

Additional comments (if any) _____

Signature

Manager Name, Date _____

Employee Name, Date _____