

POLICY MANUAL

Policy brief & purpose

Our policy manual outlines our expectations regarding employees' behaviour towards their colleagues, supervisors, customers and overall organisation.

We promote freedom of expression and open communication, but we expect all employees to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our workplace. We also expect them to foster a well-organised, respectful and collaborative environment.

Scope

This policy applies to all our employees regardless of employment agreement or rank.

Policy elements

Company employees are bound by their contract to follow our policies while performing their duties.

Compliance with law

All employees must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. We expect employees to be ethical and responsible when dealing with our company's finances, products, partnerships and public image.

Respect in the workplace

All employees should respect their colleagues. We won't allow any kind of discriminatory behaviour, harassment or victimisation. Employees should conform with our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

Protection of Company Property

All employees should treat our company's property, whether material or intangible, with respect and care.

Employees:

- Shouldn't misuse company equipment or use it frivolously.
- Should respect all kinds of incorporeal property. This includes trademarks, copyright and other property (information, reports etc.) Employees should use them only to complete their job duties.

Employees should protect company facilities and other material property from damage and vandalism, whenever possible.

Professionalism

All employees must show integrity and professionalism in the workplace:

- **Personal appearance**

All employees must adhere to the Personal Appearance section in their employee contract.

- **Corruption**

Gifts from customers are acceptable but we discourage gifts with the intention of bribery for any reason.

- **Job duties and authority**

All employees should fulfil their job duties with integrity and respect towards others. Supervisors and managers mustn't abuse their authority. We expect them to delegate duties to their team members taking into account their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner.

We encourage mentoring throughout our company.

- **Absenteeism and tardiness**

Employees should follow their rota. We can make exceptions for occasions that prevent employees from following their rota but generally we expect employees to be punctual when coming to and leaving from work.

If you are unable to attend a shift you must notify your manager by 8am that morning and find suitable cover. If you are responsible for opening the premises that morning you must ensure you find cover 1 hour prior to the start of your shift.

If you are requesting Statutory Sick Pay, you must submit a Self-Certification (which can be found online) for the first week and a Doctors sick line thereafter.

- **Conflict of interest**

We expect employees to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties.

- **Collaboration**

Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

- **Communication**

All employees must be open for communication with their colleagues, supervisors or team members.

- **Benefits**

We expect employees to not abuse their employment benefits. This can refer to time off, facilities, staff discount or other benefits our company offers.

- **Social Media**

All employees are not to post anything on the internet regarding the company, our customers or suppliers in any form without the authorisation of a manager or café owner.

- **Policies**

All employees should read and follow our company policies. If they have any questions, they should ask their managers.

Disciplinary actions

Our company may have to take disciplinary action against employees who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation.

Possible consequences include:

- Demotion
- Reprimand
- Suspension or termination for more serious offences
- Detraction of benefits for a definite or indefinite time.

We may take legal action in cases of corruption, theft, embezzlement or other unlawful behaviour. Please see end of report for the disciplinary procedure.

Equal opportunity employer policy

Policy brief & purpose

Our equal opportunity policy expresses the company's commitment to promote equality and conduct its business according to principles of social justice, respect and freedom of expression when dealing with diversity in the workplace.

Scope

This equal opportunities policy applies to all prospective or current employees of the company, as well as customers and suppliers, who are vulnerable to discriminatory treatment due to certain individual characteristics.

Policy elements

Discrimination in the workplace is any kind of direct or indirect negative action or attitude towards an employee that is founded in one or more characteristics of said employee which are subject to protection by law and that might create an intimidating, threatening or uncomfortable environment of employment.

Discrimination can refer to different forms of diversity including but not limiting to:

- Gender
- Sexual orientation
- Ethnicity or nationality
- Religion or beliefs
- Age
- Disability
- Medical history
- Marital status

Areas where the company will engage in preventive as well as affirmative action to ensure equal opportunity include hiring, training, performance evaluation, promotions, compensation, benefits and termination. The list is by no means exhaustive and any other process or function will also be subject to dictations by law and company policy.

The company will strictly refrain from demonstrating bias or prejudice towards individual differences which will be valued and protected. People will be given the chance to work in a discrimination-free environment which will help everyone feel that their worth and rights are respected.

Actions

Actions aiming towards equal opportunity include the following:

- use of inclusive, diversity-sensitive language in all official documents, signs etc.
- modification of structures and facilities to accommodate people with disabilities
- leave and flexible work arrangement policies to provide for parental, medical or other needs
- hiring, training and evaluating processes that do not focus on characteristics irrelevant to employment, job specifications, qualifications, productivity etc.
- inclusion of religious or national holidays of all people that are part of the workforce in the company's official schedule and arrange their leaves upon request
- educational sessions and groups on diversity for employees
- open door practices to make the reporting of unlawful discriminatory conduct easier
- active encouragement of employees to propose improvements
- explicit prohibition of discrimination and clearly defined consequences

Grievance Procedures

All supervisors and managers are responsible to ensure that policies of equal opportunity are applied at all times and that all procedures and practices are free of discrimination. All staff are obliged to follow legal guidelines and equal opportunity employer principles.

If you have a grievance regarding your employment, please put this in writing to your manager or one of the café owners. This can include the following:

Terms & Conditions of employment, Health & Safety, Work Relations, Bullying & Harassment, New Working Practices, Working Environment, Organisational change, Discrimination

A meeting will then be arranged to suit both parties to discuss the grievance and find a suitable resolution.

Disciplinary Consequences

The party which is guilty of any kind of discriminatory behaviour will be subject to disciplinary repercussions that vary in regards to the severity of the violation. Possible consequences will include reprimand, detraction of benefits for a definite or indefinite time, demotion, suspension or termination for more serious offences. Involuntary or indirect discrimination will be resolved through training, counselling and modification of procedures to ensure fair treatment.

Disciplinary procedure

If in the event disciplinary action is required, the following steps will be taken:

1. The employer or manager will gather the relevant information and may call an investigatory meeting
2. The employee will be notified in writing with a date, time and place for a disciplinary meeting. It will also contain the reason for the meeting and evidence if necessary
3. At the meeting both parties will be allowed opportune time to put their case across, answer any questions and call witnesses if required.
4. Employees can be accompanied by a fellow worker or a trade union official
5. Employees will be informed of action to be taken as the result of the meeting in writing.