

HEYDAY BEER CO

CODE OF CONDUCT Spring 2022

OUR VISION

A fresh brewery and bar that prides itself as a highly inclusive space with maximum customer and staff enjoyment, whilst offering continually evolving premium products from the approachable and collaborative team.

OUR VALUES

1. SERVICE: exceptional service, inclusive and engaging, satisfied customers
2. QUALITY: fresh products and design, quality local ingredients, industry leader
3. CULTURE: inclusive, collaborative, and approachable environment, community that values each other's well-being, enjoyable space

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Heyday Beer Co's Code of Conduct applies to all directors, employees, suppliers, and customers while on Heyday property, on Heyday time and at events. This Code of Conduct establishes the standards of behaviour expected, as well as violations and how to report them.

Heyday is dedicated to providing equal opportunities in an inclusive, harassment-free environment, regardless of gender, sexual orientation or identity, disability, appearance, race, background, or religion. We do not tolerate harassment of any kind to employees, customers, or supplier.

Expectations:

Employees are expected to act in an ethical and professional manner, for the wellbeing of all employees and customers. Maintaining professionalism fosters and preserves not only our culture, but also our reputation as individuals, as a team, and as a company. Compromise in this may lead to loss of respect and confidence in fellow employees, and from customers, suppliers, and the community.

We expect all employees, customers, and suppliers to:

- *Take responsibility, and be accountable for, our decisions and actions*
- *Take pride in our work with an aim to achieve the highest standards possible*
- *Pursue excellence and strive to achieve the highest quality, most effective and efficient, and innovative application of tasks in the workplace*
- *Strive to improve our skills, knowledge, and competencies*
- *Clearly communicate mutual expectations, make, and meet timebound commitments*
- *Provide a harassment free experience for everyone, including staff, customers, or suppliers*
- *Commit to, and value diversity, fairness, and equal employment opportunities*
- *Excel at providing exceptional guest experiences*
- *Continuously strive to learn, develop, and improve; leverage and celebrate our successes and learn from our mistakes*
- *Constructively confront and solve problems, issues, and disputes*
- *Take responsibility and be accountable for all company resources and property used in the performance of our duties*
- *Foster a culture of honesty and integrity, including delivering and receiving clear goal orientated feedback*
- *Abide by all company policies, including Sexual Harassment Policy, Bullying etc*

We will not tolerate:

- *Dishonest, unlawful, or dubious behaviour*
- *Verbal, physical, or written abuse*

- *Bullying, intimidation, or harassment in any form*
- *Unwanted physical contact, and simulated physical contact (eg: “hug” or “backrub”) without consent or after a request to stop*
- *Expressions of discrimination or bias, be they overt or subtle*
- *The emphasis or perpetuation of stereotypes*
- *Initiation or perpetuation of rumours*
- *Inappropriate use of company property or assets, including for personal gain*
- *Ignoring instances of the above without addressing or reporting them*

Teamwork/Inclusivity/Collaboration:

At Heyday, we work collaboratively as a team and always treat each other with respect and dignity. We strive to build and foster an environment that enables our whole team to reach their potential while achieving our business goals and objectives and a whole. Working in an environment free of prejudice and discrimination encourages everyone to be their best, and ultimately benefits our people as well as our business.

- *We foster innovative and creative thinking*
- *We all take responsibility for creating an inclusive environment where we can bring our best selves to work*
- *We commit to fair and equitable policies and processes for all our people*
- *We support building our team with people with diverse talents, perspectives, and experiences, creating better experiences internally and connecting us with a broader customer base*
- *We take responsibility for the accurate completion of assigned tasks and commitments within agreed timeframes*
- *We share the workload and make value added contribution to our business, including going the extra mile to complete tasks when required*
- *We assist fellow colleagues where possible, across all outlets*
- *We maintain and update role-based processes and procedures to ensure everyone understands what and how to undertake tasks*
- *We communicate clear expectations and agree on commitments and timeframes*
- *We propose constructive and innovative ideas and solutions to problems, engage in positive debate, and are willing to listen to each other’s views while accepting and supporting the ultimate business decisions reached*
- *We will take pride in our workplace, celebrate the wins, and have fun*

Community Involvement

We strive to uphold Heyday’s commitment to good citizenship, and support for our communities while pursuing our business objectives successfully.

For example, the ways we uphold this commitment include:

- *Involving ourselves in, and striving to make a positive contribution to, the local community, through supporting local events and charities*
- *Consider the broader impact of our decisions on our fellow colleagues, customers, business partners community and the natural environment*
- *Act fairly and reasonably towards our current and potential customers and business partners in a consistent and ethical manner*
- *Encourage an environment of responsible consumption of alcohol*

Conflicts of Interest

Managing conflict of interest is key to maintaining our customer and business partner loyalty and building trust both within the company, and with our customers and suppliers. A conflict of interest occurs where an employee has a personal or professional interest sufficient to influence the objective performance of their duties and responsibilities to our company. For example, the ways we manage conflicts include:

- *We do not participate in activities that involve a conflict between our duties and responsibilities, or which are prejudicial to our business.*

- We do not put ourselves in a position of conflict with the best interests of our customers or business partners or a position which unfairly puts the interests of one customer above another's, regardless of the nature or size of their relationship with us, be it personal or business
- We do not participate in business activities outside our employment at Heyday without the prior approval of the directors, or when it could adversely affect our ability to carry out our duties and responsibilities to Heyday
- We do not solicit, accept, or offer money, gifts, products, favours, or entertainment which might influence, or might appear to influence, our business judgement

Violations of Code of Conduct

If you are approached as having, consciously or otherwise, behaved in a way that violates Heyday Beer Co's Code of Conduct, endeavour to listen with an open mind and avoid becoming defensive. Remember that if someone offers you feedback, it likely took a great deal of courage for them to do so. The best way to respect their courage and honesty is to acknowledge your mistake, apologize, and move on — with a renewed commitment to do better.

That said, repeated or severe violations can and will be addressed by our leadership and can be subject to disciplinary action in line with Hospitality NZ guidelines and NZ Employment legislation.

If customers violate the Code of Conduct, Heyday staff reserve the right to refuse service and ask customer to leave Heyday property. Severe or repeated violations can/may result in a written Trespass Notice in accordance with the Trespass Act 1980.

In addition to standard holiday pay and sick pay, Heyday offer every staff member two non-cumulative 'Self Care Days' per year, paid at the same level as Annual Leave and designed with a focus on recharging batteries and a day of wellbeing. Should any staff feel like they would benefit from counselling over any issue, Heyday will contribute \$100 per year to help you book the first session and commit to helping you find the right counsellor if you would like us to.

Reporting Violations of Code of Conduct

If you experience or witness an incident, or an occurrence which sways from the boundaries of this Code of Conduct, we encourage you to prioritise the wellbeing of your colleagues first and foremost. Even if the incident appears trivial or minor, it is best to bring it to the attention of your manager. If you wish to speak to the parties involved but are unsure how to approach them, speak to your manager and we can help figure out the best way to approach them together.

*If a serious incident occurs, we encourage you to complete the **HARRASSMENT/BULLYING REPORT FORM** and speak to your direct manager. Completing the form formalises that incident and allows management to begin the process of investigating the incident. If the incident is sufficient to warrant reporting the incident to NZ Police, this form will aid in the process.*

Report forms are available to be downloaded on Slack in the #IncidentReporting chat.

*Once you have submitted the appropriate form and spoken to your manager, the incident will be investigated in line with Heyday's *****INCIDENT OF HARRASSMENT POLICY*****.*

If you wish to report the incident confidentially, you may approach the Venue Manager, the Head Chef, the Head Brewer or one of the directors, regardless of who you directly report to. You should still complete the relevant report form.