



Policy: Code of Conduct Policy

Date: January 12, 2022

INTRODUCTION

The intent of our Code of Conduct is to provide a safe and positive environment for staff and patrons. Our policy detailed below empowers employees to make decisions about inappropriate patron behavior and take the prescribed actions knowing that Management will back them up. Because everyone's perception of inappropriate behavior is different it is impossible to provide an exhaustive list of these behaviors. Instead, we will simply support your judgement by means of the steps in this policy.

1. COMPANY COMMITMENT

The Strathcona Hotel is fully committed to providing a safe space for all, where everyone will be treated with respect. We hope all people of all genders, abilities, ages, cultures, and sexualities feel welcome here. We will not tolerate any form of discrimination, or any behavior which makes other people feel vulnerable or threatened.

2. PURPOSE

The purpose of this Policy is twofold:

- a. To establish clear ground rules regarding forms of discrimination, or behavior that make people feel vulnerable or threatened so that all employees understand what is and is not acceptable.
- b. To describe the procedures the Strathcona Hotel will follow in response to those in violation of the code of conduct.

3. WHAT CONSTITUES DISCRIMINATION OR BEHAVIOUR WHICH MAKES OTHER PEOPLE VULNERABLE OR THREATENED. This can include but not limited to:

- Racist, sexist, homophobic, transphobic, fatphobic or ableist comments
- Sexual harassment
- Bullying
- Any behavior rooted in intimidation or oppression

4. ROLES & RESPONSIBILITIES

4.1. Duty of Management

The Strathcona Hotel management is committed to:

- Treat all co-workers, seniors, subordinates, colleagues and others with whom they interact with professionalism, dignity and respect in compliance with this Policy;
- providing satisfactory resources to deal with complaints.
- taking complaints seriously and responding quickly; and
- fostering a healthy environment where employees feel comfortable about raising complaints and are kept informed about and involved with actions taken in response.
- ensure that all employees, including those in positions of responsibility, are made aware of the code of conduct as soon as they are introduced, as well as through training, orientation material and education
- and continually monitor the work environment to make sure it is free from discrimination and or behavior that makes people feel vulnerable or threatened.

4.2. Duty of Workers

Workers will:

- Treat all co-workers, seniors, subordinates, colleagues and others with whom they interact with professionalism, dignity and respect in compliance with this Policy;
- Immediately notify a manager/ security if they have given a guest their second warning for not behaving in line with our code of conduct.
- **Immediately notify a manager/security if the guest needs to be removed immediately either after a second warning or without a warning.**

5. Procedures/ Steps of Delivering the Code of Conduct

Certain types of behavior may result in immediate ejection from the premises.

If you observe any behavior that would be considered assault, is physically threatening or is language that is aggressively insulting, sexual or threatening in nature, the person can be ejected immediately without a series of warnings. Please contact security/manager immediately.

For patrons whose behavior is unacceptable but not enough to warrant immediate ejection the following procedure should be followed:

1. Advise the customer that their behavior is unacceptable. You may supply the QR code or printed version of our code of conduct to the customer or table, pull the person aside or talk as a group and announce it as they have been warned. (First warning)

2. If the problem occurs again give them their second warning and inform management or security. Let the table know it is their last warning and if the behavior continues, they will be asked to leave.
3. After you have given your warnings and the behavior continues call security or manager get the table or individual to pay tab and ask table/individual to leave.

Subsequent to any ejection the management team may make an assessment as to whether further sanctions such as banning are warranted. These assessments will take place after consideration of any video and interview evidence as well as consultation with our Lawyer, Insurance company, VicPD and any other resources deemed appropriate.

6. Examples of behaviour to be handled with the 3 warnings method:

- Breaking Covid Protocols: mingling between tables, improper mask wearing, throwing peanuts in BBJ's,
- Loud, disruptive behaviour, excessive profanity (actions or behaviour that do not match the setting, eg. Rowdiness/loud group at 12pm in Family Dining versus 1am in Clubhouse)
- Repeated unwanted advances towards an employee or patron

Examples of behaviour warranting immediate removal: Please contact the security or manager immediately

- Foul language, inappropriate, or sexual/crude comments towards staff, Racists comments, demeaning comments or insults directed at staff.

Instances of immediate removal: Please contact the security or manager immediately and contact police

- Physical violence, threats of violence against patrons or staff
- Sexual harassment or assault (comments detailing sex acts, requesting sex acts, or sexual touching)

7. Good Faith

The Strathcona Hotel empowers their employees by providing them with certain authorities and procedures to assist them in dealing with unacceptable behavior in our workplace. These powers are granted in good faith that the employees will wield them honestly and thoughtfully. In the event that an employee knowingly and in bad faith makes a representation of misconduct the Strathcona Hotel reserves the right to investigate and where warranted take appropriate disciplinary action.

Questions or Concerns

If you require any clarification or would like to discuss any part of The Strathcona Hotels Code of Conduct Policy, please contact Deanna Olson jobs@strathconahotel.com.

Some Common Questions

What do I do if I notice someone making unwanted advances towards an employee or patron?

Check in with the person/ table. Do they feel comfortable with the invasion of space? Or do they want this person to stop/go away? Ask for consent/input of victim of what should happen.

Can the Strath help in providing an escort to a taxi, providing footage/statements in legal and police matters?

We can escort our guests out to a taxi. We only supply video and statements when requested from the police

What does a support staff member do if they were discriminated against or treated poorly by a guest? who should they talk to?

- Tell the manager and the manager can give that person their warning

What do I do if someone makes a racist comment directly to me?

- Call the manager and they will be asked to leave
- **What should I do in instances of targeted harassment?** Ask for consent/input of victim of what should happen