



## Integrity

### **HIGH INTEGRITY**

Integrity is the foundation of any business. It is critical to us that all of our staff have a high level of integrity. It is our experience that different people have a different view of integrity. For example, if staff take ashtrays or glasses from our restaurants, we would regard that as theft and lay charges. Others may regard this as collecting "souvenirs." This applies to any company property. If you don't agree with our view, then you should not seek to join our organization.

We expect you to protect your integrity and reputation by immediately refusing to work with and reporting anyone in the workplace who are dishonest, including co-workers, managers, suppliers.

### **INTEGRITY WITH COMPANY MONEY**

We expect our staff to:

- Be honest, and carefully and accurately handle all company money received
- Immediately refuse to work with anyone in the workplace who is dishonest
- Immediately report any staff member who is dishonest

### **INTEGRITY WITH GOODS**

We strongly believe in:

- Not consuming or removing the companies products, including food and beverage consumables such as take-away containers or cleaning products
- Not giving away company's products as "freebies" to friends or acquaintances
- Being very careful in handling the company's products to eliminate waste

### **INTEGRITY WITH CUSTOMERS**

Our staff understand that:

- The trust of a customer is earned trust
- Every product should be presented to the highest possible quality
- Every recommendation is sincere and accurate
- It is important to always check that the customer is happy

### **EQUIPMENT**

You are responsible for:

- Careful maintaining and handling the company's equipment
- Ensuring the company's equipment is not removed from the premises

## **TIME WORKED**

We expect staff to:

- Accurately record working hours on individual timesheets
- Record break start and finish time, at the time these events occur

## **SMOKING**

It is unfair to staff who are non-smokers, to get additional breaks during work hours which non-smokers don't get. Staff smoking in and around food and beverage create a bad impression to our customers.

So our policy is:

- No smoking in or near the workplace
- No cigarette breaks to be taken, other than normal work breaks

## **INTEGRITY REGARDING TIPS**

Tips are usually a good indicator of customer satisfaction with service. Tips come with good service. Customer must always receive the very best treatment, regardless of a tip or no tip. Customers should not be made to feel uncomfortable if they don't tip.

With regards to tips:

- Staff are never allowed to share tips unless stated by customer e.g. "this tip is for the chef"
- Tips go directly to the staff that served the customer
- The company does not take a commission on tips even if paid by credit card

## **LIQUOR AND ILLEGAL SUBSTANCES**

Liquor can affect judgment, performance, customer service and safety in the workplace, therefore:

- No consumption of liquor on the work premises
- No consumption of liquor before the commencement of your shift
- No consumption of liquor during any break
- No consumption of liquor between shifts on the same day

We have a zero tolerance policy on illegal substances.