

The background is a vibrant yellow with various abstract elements. There are several blue and white diagonal stripes in the corners. A large, dark blue triangle is on the right. A white triangle is on the left. A large, dark blue triangle is at the bottom. A large, white triangle is at the top. A large, dark blue triangle is on the right. A large, white triangle is on the left. A large, dark blue triangle is at the bottom. A large, white triangle is at the top. The word "LAINE" is written in a bold, black, hand-drawn font, underlined with two thick black strokes.

**LAINE**



**CODE OF CONDUCT**

**Policy Owner:** Gavin George – Chief Executive Officer  
**Review & Control:** Laura Creasey – Head of People

**Version:** 1

**Issue Date:**

**Next Review Data:**

## SCOPE OF THIS POLICY

Laine Code of Conduct establishes expectations for Laine employees and third parties to adhere to decent standards of behaviour whilst interacting within the business and beyond. Unacceptable behaviour at every level will not be tolerated. There are many examples of behaviour that are unacceptable but not necessarily illegal. We will take every report seriously. This Code of Conduct will be on the company website, in the employee handbook, and made available to new contractors on induction. Training can also be provided. It applies to all employees, customers, contractors, basically anyone on company property, company time, company-sponsored events. No-one is exempt.

## LAINÉ VALUES AND OBJECTIVES

- Create inviting, indulging, and inspiring pub environments and experiences.
- Create a culture of care, safety and accessibility that maximises comfort and wellbeing for staff and customers of all abilities.
- Be a positive energy at the heart of the community around every pub, with a deep commitment to diversity, maximising engagement, and inclusion at every opportunity.
- Be a highly relevant, positive, and respectful contributor to the richness of the culture of the area where a pub is located.
- Reduce the negative impacts of the operation of the business on the local community, and wider reaching to the ecology of the planet, wherever and whenever possible

## ZERO TOLERANCE APPROACH

Laine provides a Handbook to all who work with Laine, with a zero-tolerance approach taken towards any form of harassment or discrimination with policies on Equality and Diversity, Bullying and Harassment in the workplace and Disability awareness. However, we also acknowledge that some interactions may not rise to the level of harassment, but still communicate bias, perpetuate stereotypes, or emphasize stereotypes. These issues can be just as problematic because they create awkwardness or may make a person feel uncomfortable at work or extend beyond the workplace too.

## EXPECTED BEHAVIOUR

Laine's Code of Conduct is dedicated to providing a harassment-free experience for everyone, regardless of gender, sexual orientation, disability, physical appearance, body size, race, or religion. We do not tolerate harassment of employees, customers, or vendors in any form. Some examples of unacceptable behaviours Laine refuses to tolerate:

- Belittling, or subtle expressions of bias.
- Verbal, physical, or written abuse or assault.
- Bullying, intimidation, or victimization.
- Discrimination.
- Inappropriate use of company property or assets.
- Failure to comply with company values.
- Illegal activity.
- Harassment including:
  - Offensive comments related to gender, gender identity and expression, sexual orientation, disability, mental illness, neuro(a)typicality, physical appearance, body size, age, race, or religion.
  - Unwelcome comments regarding a person's lifestyle choices and practices, including those related to food, health, parenting, drugs, and employment.
  - Deliberate misgendering or use of 'dead' or rejected names.
  - Gratuitous or off-topic sexual images or behaviour in spaces where they're not appropriate.
  - Physical contact and simulated physical contact (eg, textual descriptions like *"\*hug\*"* or *"\*backrub\*"*) without consent or after a request to stop.
  - Threats of violence.
  - Incitement of violence towards any individual, including encouraging a person to commit suicide or to engage in self-harm.
  - Deliberate intimidation.
  - Stalking or following.
  - Harassing photography or recording, including logging online activity for harassment purposes.
  - Sustained disruption of discussion.
  - Unwelcome sexual attention.

- Pattern of inappropriate social contact, such as requesting/assuming inappropriate levels of intimacy with others
- Continued one-on-one communication after requests to cease.
- Deliberate “outing” of any aspect of a person’s identity without their consent except as necessary to protect vulnerable people from intentional abuse.
- Publication of non-harassing private communication

## POWER DYNAMICS

It’s unrealistic to expect that people will not develop relationships at work, sometimes even intimate relationships. But these can also create specific issues at work. Power dynamics, especially in boss/subordinate relationships, can have significant impacts on the work environment. An intimate relationship with power dynamics could blur the lines of consent and potentially create the appearance of favouritism causing a negative impact on other team members.

Whilst it is not Laine’s business to get involved with other people’s relationships that develop within the company, we do encourage everyone to treat each other with kindness and respect regardless of what kind of relationship you are in. The above unacceptable behaviours still apply and will not be tolerated.

## PRIVATE ACCOMMODATION IN PLACE OF WORK

Having a drink after work with colleagues, especially after a particularly hard shift, can be nice. However, it is important to consider the difference between drinking in the pub and in your private accommodation (if you live in your place of work). It can be difficult living and working in the same place and lines can be blurred separating the two. It is always worth setting clear boundaries between what is private and what is work. Inappropriate or unacceptable behaviour could be harder to manage once you cross over the boundary into a private setting.

## REPORTING PROCESS

Everybody, including employees and third parties, can report their concerns easily, and anonymously if preferred, by reaching out to a manager either at site level or internally. Every report is taken seriously and a follow up will happen with the person who made the report should they want it. To ensure a fair and even approach to all complaints an independent party can be brought in to investigate claims where necessary.

All Management at Laine are expected to acknowledge and support the Code of Conduct. This will be shown in actions, not just words. Leadership must be bought in and support the enforcement of the Code of Conduct.

If you feel you have been subjected to unacceptable behaviour by either a colleague or a guest, we encourage you to take the following steps:

- Calmly asking the individual/s to stop.
- Calmly identify the behaviour and inform a member of management that you feel comfortable approaching.

If the behaviour continues, the perpetrator will be asked to leave by a member of management/team, if possible, or will be followed up with a full investigation of the incident by that manager. It can also be escalated up the business depending on the need.

## CONSEQUENCES THAT MAY RESULT FROM VIOLATIONS OF CODE OF CONDUCT

Complaints of any kind of unacceptable behaviour are taken most seriously and are dealt with confidentially by all levels of management and will be investigated fully. If an act of unacceptable behaviour and is uncovered, it will be considered a disciplinary offence and may constitute an act of Gross Misconduct. The complaints could also be considered unlawful and could lead to criminal prosecution and conviction of both the employer and the individual responsible and/or civil action being taken.

## POLICY REVIEW

Laine reviews the Code of Ethics and Business Conduct Policy annually and we will ask that all team members make a declaration of compliance with this Policy.

Version Number	Author	Purpose/Change	Date
1	Laura Creasy		June 2023

The image is a vibrant, abstract graphic design. It features a bright yellow background. Scattered across the background are various geometric shapes and patterns: blue and white diagonal stripes, white dots of varying sizes, and solid blue and white angular shapes. The word "LAINE" is prominently displayed in the center in a bold, black, hand-drawn font, enclosed within a thick black rectangular border.

**LAINE**