



Code of Conduct

This Code of Conduct helps us build a community that is rooted in kindness, collaboration, and mutual respect.

Mission. To maintain a safe and healthy environment for all staff and anyone walking through our doors. Although we are a small business and we wear many hats, our goal is to be approachable to all our staff.

Be patient and courteous.

Be inclusive. We welcome and support people of all backgrounds and identities. This includes, but is not limited to, members of any sexual orientation, gender identity and expression, race, ethnicity, culture, national origin, social and economic class, educational level, color, immigration status, sex, age, size, family status, political belief, religion, and mental and physical ability.

Be considerate. We all depend on each other to produce the best work we can as a business. Your decisions will affect clients and coworkers, and you should take those consequences into account when making decisions.

Be respectful. We won't all agree all the time, but disagreement is no excuse for disrespectful behavior. We will all experience frustration from time to time, but we cannot allow that frustration become personal attacks. An environment where people feel uncomfortable or threatened is not a productive or fun one. We do not tolerate harassment of employees, customers, or vendors in any form.

Choose your words carefully. Always conduct yourself professionally. Be kind to others. Do not insult or put down others. This is a woman-owned and managed business, but this doesn't mean we are the exception for bad behavior, as it comes in many forms.

Harassment and exclusionary behavior (cliques) aren't acceptable.



This includes, but is not limited to:

- Threats of violence: verbal, physical, or written abuse or assault
- Stalking or following
- Patriarch or toxic masculinity views
- Incitement of violence towards any individual, including encouraging a person to commit suicide or to engage in self-harm
- Deliberate Intimidation, bullying or victimization
- Deliberate “outing” of any aspect of a person’s identity without their consent except as necessary to protect vulnerable people from intentional abuse
- Unwelcome comments regarding a person’s lifestyle choices and practices, including those related to food, health, parenting, drugs, and employment
- Deliberate misgendering
- Personal insults, especially those using racist or sexist terms
- Discrimination, or discriminatory jokes and language
- Gratuitous or off-topic sexual images or behavior in spaces where they’re not appropriate
- Sharing sexually explicit or violent material via electronic devices or other means
- Offensive comments related to gender, gender identity and expression, sexual orientation, disability, mental illness, neuroatypicality, physical appearance, body size, age, race, or religion
- Unwelcome sexual attention
- Encroachment on personal space
- Unwarranted flirtatious banter
- Physical contact and simulated physical contact (e.g., textual descriptions like ‘*hug*’ or ‘*backrub*’) without consent or after a request to stop.
- Continued one-on-one communication after requests to cease
- Harassing photography or recording, including logging online activity for harassment purposes
- Publication of non-harassing private communication
- Pattern of inappropriate social contact, such as requesting/assuming inappropriate levels of intimacy with others
- Advocating for, or encouraging, any of the above behavior
- No chisme

Violation of Code of Conduct and Repeated harassment of others. In general, if someone asks you to stop something, then stop. You may disagree but listen to feedback with an



open mind, without getting defensive. Not everyone deals well with conflict and it takes courage to approach someone, so listen, acknowledge your mistake, apologize—hopefully that is a learning experience, and you can both mutually move forward. If repeated or severe violations of the code are reported then you will be terminated.

Our differences can be our strengths. We are huge supporters of inclusion and diversity, and our staff reflects that. We can find strength in diversity. Different people have different perspectives on issues, and that can be valuable for solving problems or generating new ideas. Being unable to understand why someone holds a viewpoint doesn't mean that they're wrong, unless it marginalizes a particular group of people, then it becomes a concern for everyone because we are a team.

Reporting and anonymous feedback. We have an open-door policy for concerns or grievances, and anonymity when requested. You may bring your concerns to any of the three managers you feel the most comfortable with by email or in person. Having a workplace issue can be emotionally taxing, and for some, having to approach a manager about that issue can intensify the situation. We have a safe space where reporting a concern is an approachable situation and does not make you second-guess the validity of your situation. Reporting anonymously an incident or an incident you witness is welcomed and appreciated with no retaliation. You email us or we have a suggestion box in the office/employee area where you can submit a typed or written note of the incident and it will be addressed within 48 hours.

Management conflict resolution. We run our business with our employees in mind. It's a small community and we most likely know you or your family, so it is important for us to keep a safe place for you and peace of mind for your family. Owners, managers, and family members of the business are not exempt from following the code of conduct, this is the culture of many toxic workplace environments that we're trying to avoid. We are aware that it may be hard to voice workplace grievances, especially if it involves an owner you may work with in close proximities, so we have three managers you feel the most comfortable approaching.

Customer Code of Conduct. There's an antiquated slogan that says, 'the customer is always right.' It was so customers didn't feel cheated or deceived. Customer service is crucial to the success of our business, just like our employees. The slogan has evolved into customers having a sense of entitlement to belittle, yell or insult staff. Customers pay for a service and/or product, and there is a transaction between both parties. If we fall short, as a business, our expectation is to make it right, but we don't expect you to endure any grief from customers. We also don't expect you tolerate any type of harassment. Our policy is to get a manager to replace you and mitigate an escalated situation.

