



at home

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Code of Conduct

The Code of Conduct Policy outlines essential guidelines for both employees and contractors, setting forth the company's expectations and standards for professional conduct.

Introduction

At Home Catering Ltd, we believe that maintaining a culture of professionalism, integrity, and ethical conduct is essential to our success. This Code of Conduct Policy serves as a guide for all employees and contractors to ensure that our values are upheld in every aspect of our business operations, and catering services.

1. Professionalism:

- **Professional Demeanour:** All employees and contractors are expected to maintain a professional demeanour when representing At Home Catering Ltd. This includes being courteous, respectful, and polite in all interactions with customers, vendors, and colleagues.
- **Dress Code:** Employees and contractors should adhere to the company's dress code policy, ensuring that their attire is appropriate for the workplace and reflects a professional image.

2. Quality and Safety:

- **Food Safety:** Ensuring the quality and safety of the products we offer is paramount. Employees and contractors must strictly adhere to all food safety and hygiene standards set forth by regulatory authorities.
- **Cleanliness and Maintenance:** It is the responsibility of all employees and contractors to maintain cleanliness and proper hygiene in all work areas, including equipment, workstations, and facilities. Regular cleaning schedules should be followed, and any maintenance issues should be reported promptly.

3. Customer Service:



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- **Customer Focus:** Providing exceptional customer service is a cornerstone of our business. Employees and contractors must prioritize the needs of customers, ensuring they feel valued and appreciated.
- **Issue Resolution:** Any customer complaints or concerns should be addressed promptly and effectively. Employees and contractors should demonstrate empathy and actively work towards resolving issues to the customer's satisfaction.

4. Integrity and Ethics:

- **Honesty and Integrity:** Employees and contractors are expected to act with honesty, integrity, and fairness in all business dealings. This includes avoiding conflicts of interest and refraining from engaging in any form of dishonest or unethical behaviour.
- **Confidentiality:** Confidentiality must be maintained regarding sensitive business information, including customer data, financial records, and proprietary information.

5. Diversity and Inclusion:

- **Respect for Diversity:** At Home Catering Ltd is committed to fostering a diverse and inclusive workplace where all individuals are treated with respect and dignity.
- **Inclusive Behaviour:** Discrimination or harassment of any kind, including but not limited to race, gender, sexual orientation, religion, or cultural background, will not be tolerated.

6. Compliance:

- **Legal Compliance:** Employees and contractors must comply with all applicable laws, regulations, and industry standards relevant to their roles.
- **Company Policies:** Familiarity with and adherence to company policies and procedures is essential. Any violations should be reported to management immediately.

7. Training and Development:

- **Continuous Learning:** At Home Catering Ltd provides opportunities for training and development to enhance employee skills and knowledge.
- **Personal Growth:** Employees and contractors are encouraged to take advantage of these opportunities to further their personal and professional growth.

Disciplinary Action: Failure to comply with this Code of Conduct Policy may result in disciplinary action, up to and including termination of employment or contract.

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Reporting Concerns: Employees and contractors are encouraged to raise any concerns or questions about this policy with their line manager. Anonymous reporting channels are also available for reporting violations or seeking guidance.

Conclusion: This Code of Conduct Policy reflects our commitment to maintaining the highest standards of professionalism, integrity, and ethical conduct in all aspects of our business operations. By adhering to these principles, we can uphold the reputation of At Home Catering Ltd and ensure a positive working environment for all.

At Home Catering Ltd
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