

Code of Conduct

At Home Catering Limited

Policy reference	AHC-POL-COC
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Approved wording on file	Version 1.2, approved 27 October 2026. Earlier approvals: Version 1.1, 17 October 2026; Version 1.0, 13 August 2026
Prepared	Wording prepared 20 October 2026; release edition generated 30 October 2026
Replaces, once published	The legacy Code of Conduct (policy date 2024, review date April 2025), which remains the published document until this Code is published in its place
Policy owners and approvers	John Walker and Christophe Perrier, jointly
Contact for this Code	Jessica Perrier – jessica@athomecatering.co.uk
Review	At least every 12 months, and earlier on a relevant change. Next review due 13 August 2027
Law checked	Against current official sources on 20 October 2026. Final legal review is still required; no external legal advice has been obtained

1. Our commitment

At Home Catering Limited, including the work we carry out under our At Home Events brand, and everyone working with us, commit to:

- honesty in what we say, record and claim;
- integrity, including when nobody is watching;
- dignity and respect for everyone we work with and serve;
- professionalism in every setting, however informal it feels;
- safety – our own, our colleagues', our clients' and their guests';
- lawful behaviour, without exception for commercial convenience;
- accurate records, because other people rely on them;
- accountability for our own conduct and decisions;
- fair treatment of anyone whose conduct is questioned;
- protection from retaliation for anyone who genuinely raises or supports a concern;
- responsible conduct with clients, guests, venues, suppliers, contractors and colleagues.

This Code is not an employment contract. It does not form part of any contract of employment or engagement, it creates no contractual rights or obligations, and it does not alter anyone's statutory rights. Nothing in it means that a particular outcome or sanction follows automatically from any event.

2. What this Code is for

- to set out the behaviour expected of everyone working with At Home;
- to give practical standards that work in real catering and event conditions, not just on paper;
- to protect people, clients, our reputation, property and information;

- to sit alongside our specialist policies rather than duplicate them;
- to provide fair, workable routes for raising and handling concerns;
- to support tender, venue and supplier evidence — but only for what is genuinely in place.

Where this Code and a specialist policy both apply, the specialist policy governs the detail; this Code sets the common standard. Where a related policy or procedure is not yet in effect, this Code does not make it operative, and the conduct standard in this Code still applies.

3. Who and where it applies

This Code applies proportionately to owners and senior management; employees; workers, including zero-hours and casual staff; temporary and agency staff where relevant to their work; contractors, consultants and freelancers; applicants where relevant to recruitment; suppliers and subcontractors where relevant to the services they provide; and anyone else representing At Home.

- Legal duties and contractual rights differ between these groups — an employee's obligations arise from employment, a supplier's from its contract — and nothing here converts one relationship into another.
- This Code does not decide anyone's employment status, which is a question of law and fact on the real relationship.
- For external parties it applies through, and only to the extent of, our lawful contractual relationship with them.

It covers work-related conduct at company premises, at client homes, at venues of every kind, during setup, service and breakdown, during travel and authorised transport, in authorised accommodation, at training, at work-related social events, and in messaging, calls, email and work-related social media.

Conduct outside work is generally a private matter. It becomes relevant only where it genuinely affects safety, someone's suitability for their role, a safeguarding concern, or the trust the role requires — and even then it is considered proportionately and case by case.

4. How we behave

Everyone this Code covers is expected to:

- communicate courteously and professionally, including under pressure and at the end of a long shift;
- follow lawful and reasonable instructions from those responsible for the work;
- disagree respectfully — raising a concern about an instruction is legitimate, and doing so politely and at the right time is expected;
- never use intimidation, aggression, shouting or threats;
- never abuse authority, seniority or shift allocation;
- never retaliate against anyone for raising or supporting a concern;
- never behave dishonestly or misleadingly;
- cooperate reasonably with authorised reviews and requests;
- know and follow the company policies that apply to their work;
- maintain appropriate boundaries with colleagues, clients, guests and children (sections 6 and 7).

Reasonable management action is not bullying. Allocating work, setting standards, managing performance, correcting a mistake and giving honest feedback are legitimate, provided they are done respectfully and proportionately. Equally, the fact that something is “just how the kitchen runs” does not make it acceptable. Refusing an instruction that is unlawful, unsafe or would require dishonesty is not a breach of this Code.

5. Equality, dignity and respect

We do not accept discrimination, bullying, harassment — including sexual harassment — victimisation, or retaliation of any kind connected with raising or supporting a concern.

- Not every instance of bullying is unlawful harassment — the legal test for harassment is narrower — but conduct can breach this Code without meeting it.
- Conduct need not have been intended to offend before it may be unacceptable; what one person calls banter can still be harassment.
- A report is never penalised merely because it is unsubstantiated; being unable to prove something is not misconduct.
- A deliberately and knowingly false allegation is a different matter and may be addressed separately.
- Reasonable management action and ordinary workplace disagreement are not, by themselves, breaches of this section.

Our Equality, Diversity and Inclusion Policy and our Bullying, Harassment and Dignity at Work Policy set out the detail. Once they are in effect, they govern where they overlap with this Code.

6. Safeguarding and professional boundaries

Everyone this Code covers must:

- report a genuine safeguarding concern about a child or an adult at risk promptly, through the safeguarding route in section 19;
- not investigate personally, and not confront the person whose conduct is alleged;
- never conduct private or secret communication with a child met through our work, and never form an inappropriate relationship with a child or an adult at risk;
- not assume childcare, supervision or personal-care responsibility — catering staff do not act in place of a parent or carer;
- observe the photography, transport and accommodation boundaries in sections 13 and 18;
- call 999 straight away where someone is in immediate danger, without waiting for internal permission — no internal route may delay an emergency call.

Our Safeguarding Policy sets out the detail. Once it is in effect, it governs where it overlaps with this Code.

7. Clients, guests, venues and suppliers

Everyone this Code covers must:

- treat clients, guests, venue teams, suppliers and contractors with courtesy and discretion;
- respect private homes, venues and other people's property — stay within agreed working areas, and treat a client's home as a home, not a worksite;
- maintain appropriate boundaries with guests, including where guests are informal, hospitable or have been drinking;
- not tolerate abusive, discriminatory or harassing conduct from anyone — “the customer is always right” does not extend to harassment, and nobody is expected to absorb it as part of the job;
- escalate proportionately rather than confront — tell a manager;
- pass a client's or guest's complaint promptly to the event manager, so that it can be dealt with fairly;
- make no promises or commitments on At Home's behalf without authority, including about price, scope, dietary matters or timing;

- represent At Home accurately, never overstating what we provide or hold;
- follow reasonable venue and client rules where they are lawful and safe.

Commercial pressure never justifies unsafe, dishonest or unlawful conduct. If meeting a client's expectation would require any of those, escalate instead — you will be supported for doing so.

8. Attendance, reliability and communication

Everyone this Code covers is expected to:

- arrive on time and ready to work;
- tell us promptly about absence or delay, through the route they have been given, as early as reasonably possible;
- be honest about availability, and not accept work they cannot reliably do;
- not abandon duties during an event without telling someone responsible;
- keep contact information accurate where the role requires it;
- communicate professionally in every work channel;
- follow scheduling and event instructions, and raise problems early rather than at the door.

This Code sets no fixed notice period, no minimum notification time and no automatic penalty for absence or lateness. Genuine emergencies, illness, caring responsibilities, disability-related absence and transport failures are handled proportionately and lawfully.

9. Appearance, hygiene and presentation

Present yourself professionally and follow the uniform and appearance standard for the assignment: clean, professional and event-appropriate. In practice that means:

- clean, appropriate clothing, or the uniform provided for the role;
- personal hygiene appropriate to food service;
- safe, closed and suitable footwear for kitchen and service work;
- following reasonable event-specific presentation requirements where these are communicated in advance;
- following the food-hygiene requirements that apply to clothing, hair, jewellery and hand hygiene (section 10).

This Code does not specify a uniform, garment, colour, grooming rule or brand. Presentation standards allow reasonable adjustments and respect religious dress, cultural expression and protected characteristics. If you need an adjustment, raise it through section 19 and it will be considered properly.

10. Health, safety, food safety and allergens

Everyone this Code covers must:

- take reasonable care for their own health and safety and that of others affected by what they do or fail to do, and cooperate so far as necessary to enable health and safety duties to be met — this reflects the general duties of employees in section 7 of the Health and Safety at Work etc. Act 1974;
- follow the training and the lawful safety instructions they are given;
- keep work areas, equipment and workstations clean and hygienic, and follow the cleaning arrangements for the kitchen or event;
- report hazards, accidents, injuries, near misses and maintenance problems promptly;
- never behave recklessly, including with knives, heat, lifting, electricity, vehicles or in a rush;

- follow the food-safety and allergen controls that apply to their work;
- never guess about an allergen or ingredient — an incorrect reassurance can kill;
- escalate uncertainty about allergens, ingredients, contamination or a guest's question, rather than answering from memory;
- not work beyond their competence, training or authorisation.

11. Alcohol, drugs, smoking and fitness for work

The governing principle is fit and safe for work.

- Nobody works while impaired by alcohol, drugs or any other substance where impairment could affect safety, judgement or professionalism.
- Illegal drugs must not be brought to, used at or supplied at work, including at venues, in transport and in work accommodation.
- Alcohol is not consumed while working unless it is expressly authorised — for example at a specific work social event, or an exceptional business circumstance that requires it — and it remains lawful and safe, never to a point that makes work unsafe, unprofessional or embarrassing to At Home. Serving alcohol is not permission to drink it.
- Prescription medication or a health condition that may affect safe working should be raised through a confidential route (section 19) so that reasonable arrangements can be considered. Properly used prescribed medication is a fitness-for-work conversation, not misconduct, and health information is treated as confidential.
- Smoking and vaping follow the law, the venue's rules and any authorised arrangements — never in food-preparation or service areas, and never in a client's home or grounds without permission.
- Concerns about someone's fitness for work are handled proportionately and with regard to their welfare. The first question is whether someone is safe and well, not whether they are in trouble.

This Code creates no testing regime, no requirement to disclose a medical condition or diagnosis, and no automatic disciplinary or dismissal rule.

12. Confidentiality, privacy and discretion

Everyone this Code covers must:

- protect information about clients, guests, colleagues and the business — including names, addresses, contact details, event details, dietary and health information, and financial and commercial information;
- not disclose it unnecessarily, inside or outside the company;
- never discuss private-client matters in public — not in a bar, on transport, in a group chat, or where venue staff or guests can hear;
- access information only where there is a genuine work reason to;
- handle personal data lawfully, following the arrangements they are given;
- use, store and transport information securely;
- report loss, theft or inappropriate disclosure straight away, so that it can be dealt with properly — reporting a mistake promptly is the right thing to do and is treated as such.

Absolute confidentiality cannot be promised. Legal obligations, safety, safeguarding, fairness to others or an investigation may require information to be shared.

13. Photographs, social media and messaging

- We may sometimes ask staff to take photographs or video for business use. That instruction does not authorise personal use.
- Do not post or share At Home work photographs or videos on your own social media, personal accounts or public channels.
- Respect the permissions of clients, guests, children, colleagues, private homes and venues.
- Work messaging groups are work channels and must contain professional content only.
- Never post bullying, harassing, discriminatory or sexual content, or anything about a safeguarding matter, a complaint or a case, in a public or personal social channel.
- Do not represent At Home misleadingly, and do not respond to complaints or reviews on At Home's behalf without authority.
- Personal opinions are personal — do not present them as At Home's position, and take care where your connection with At Home is visible.

This section sets conduct expectations only. It does not set or change our marketing, consent or advertising rules, which are dealt with separately.

14. Phones, technology and systems

Personal phones and personal technology must not interfere with service, safety, confidentiality or professional conduct. Personal use is limited to authorised breaks; operational use is permitted where the assignment requires it. Legitimate emergency use is never prohibited. This Code does not authorise monitoring or surveillance of personal devices.

Everyone this Code covers must:

- access only the systems, accounts and information they are authorised to use;
- keep passwords and devices secure, and lock or secure devices holding work information;
- never share credentials, or use someone else's;
- make no malicious, unlawful or deliberately damaging use of any system;
- not access private accounts, devices, records or systems without authority — including a colleague's, a client's or a venue's;
- not install unauthorised software where that is prohibited;
- report suspected security incidents, phishing, lost devices or suspected compromise promptly.

15. Honest records, time and expenses

Honesty is required in hours worked, timesheets and attendance; expenses, receipts and reimbursement claims; invoices, purchasing and supplier records; training, competence and compliance records; food-safety, allergen, temperature and cleaning records; and tender, venue and supplier information.

It is never acceptable to:

- record hours not worked, or hours for someone else who did not work them;
- make duplicate or inflated claims;
- alter, backdate or falsify any record;
- present false or personal expenses as business expenses;
- give a misleading certification about training, competence or compliance;
- conceal, destroy or fabricate records relevant to a concern, a complaint or an investigation.

A record filled in “because it should have been done” — a cleaning check, a temperature log, a training sign-off — is a false record, and is treated as one.

Fraud, bribery, corruption and the criminal facilitation of tax evasion are covered in detail by our Anti-Fraud, Anti-Corruption and Anti-Bribery Policy, which is approved but not yet in effect. Once it is brought into effect, it will provide the detailed framework. Until then, the standards in this section and in section 16 apply.

16. Conflicts, gifts, hospitality and improper influence

Everyone this Code covers must:

- disclose a conflict of interest promptly;
- not take part in a decision where their impartiality could reasonably be questioned, unless management has authorised controlled participation;
- never offer, request or accept a bribe, kickback, commission or other benefit intended to influence a business decision improperly;
- escalate anything unusual, unusually valuable or connected to a supplier or client decision before accepting it;
- follow any record or disclosure arrangement for gifts and hospitality once it is introduced.

Tips and gratuities given in recognition of service may be accepted only where the arrangements for the assignment permit it. Where tips are controlled by the employer, they must be handled consistently with the applicable legal rules on fair allocation. Modest thank-you gifts — for example a bottle of champagne after an event — may also be accepted where they are genuinely a thank-you and are not intended to influence a business decision. A normal tip or modest thank-you gift is not treated as a bribe merely because it has value.

The test is purpose and context: anything intended to buy favour, secure preferential treatment or reward an improper decision is prohibited. No monetary gift threshold is set here.

17. Property and resources

Everyone this Code covers must:

- take reasonable care of company, client, venue and colleague property, including equipment, vehicles, stock, linen and premises;
- never take, remove, misuse or deliberately damage property — taking food, drink, equipment or supplies without authority is theft, whatever its value and whether or not it is left over;
- report loss, breakage or damage promptly — accidents happen, and reporting one honestly is not a disciplinary matter in itself;
- use stock, equipment and money responsibly and for their proper purpose;
- return company or client property when required, including at the end of an engagement.

18. Driving, transport and accommodation

Work-related travel is undertaken safely and responsibly. This Code does not regulate private driving outside work.

Driving and transport

- Drive lawfully and safely at all times when driving for work.
- Hold the appropriate licence, insurance and authorisation where the role requires it, and tell a manager promptly if that changes.

- Never drive while impaired — by alcohol, drugs, medication or dangerous tiredness. After a long event, say so rather than drive.
- Wear seatbelts, and carry passengers only in lawful, authorised arrangements.
- Make no unauthorised private transport commitments — including offering a lift to a guest, a child or an adult at risk (section 6).

Accommodation

- Behave professionally in work accommodation — it is still a work setting.
- Observe safeguarding and harassment boundaries there exactly as elsewhere; no adult should share accommodation with a child met through our work.
- Raise concerns about an accommodation arrangement rather than tolerate one that feels unsafe.

19. Raising a concern

The same facts may involve more than one route — this Code, whistleblowing, bullying and harassment, safeguarding, fraud, health and safety, a grievance or disciplinary matter, or a crime. You do not need to work out which one applies before speaking up, and you do not need proof.

Route	How
Normally — conduct and HR concerns	Jessica Perrier, our HR contact — jessica@athomecatering.co.uk .
Your line manager or event manager	You may start there if you prefer. A manager who receives a concern must pass it on rather than sit on it.
If the normal route is not right — the person is involved, conflicted, absent or otherwise inappropriate	You can bypass any normal route. Go to Christophe Perrier or another appropriate senior manager.
A senior alternative	Where one named senior decision-maker is genuinely required, the escalation is to John Walker. A private direct route to John is maintained internally and is not a shared mailbox; it will be made available internally before this Code is brought into effect.
A safeguarding concern about a child or an adult at risk	Georgie Butchart, our Safeguarding Officer. Her operating contact route must be recorded in our controlled implementation records and communicated before this Code is brought into effect. If it cannot wait, go to a senior manager.
Without giving your name	A concern raised without a name will be considered where there is enough information to act on. We may be able to do less if we cannot ask you questions.
If anyone is in immediate danger	Call 999. Do not wait for any internal route or permission.

- Raise what you actually know. Do not investigate personally, confront anyone or gather evidence.
- A concern that is also a protected disclosure is covered by our Whistleblowing Policy once it is in effect; the legal protection for whistleblowers applies in any case. Fraud, bribery and corruption concerns can be raised through any route above.
- Nothing in this Code restricts lawful external reporting. You may contact the police, a local authority, a regulator or another competent body directly, at any time, and no internal permission is needed.
- Anonymity has honest limits: it may restrict what can be established or fed back, and technical anonymity cannot be guaranteed.

- We do not operate a hotline, a reporting portal or an anonymous reporting platform, and we do not claim to.

20. Fairness and no retaliation

- An allegation is not proof, and no presumption of guilt applies.
- An unsubstantiated report is not misconduct. Being wrong, or being unable to prove something, is not a breach of this Code.
- A deliberately and knowingly false allegation is a different matter and may be addressed separately.
- Nobody may retaliate against anyone who raises a concern, supports someone else's, acts as a witness or takes part in authorised handling — whether the retaliation comes from a manager, a colleague, a client, a contractor or venue personnel.
- No sanction is automatic.
- People normally receive a reasonable opportunity to respond to material allegations before an adverse internal conclusion, subject to lawful safety, safeguarding and law-enforcement exceptions.
- Raising a concern gives nobody immunity for their own unrelated, separately proven misconduct.

21. If the Code is breached

A concern raised under this Code may turn out to be outside its scope, better dealt with under another procedure, unsubstantiated, inconclusive, partly substantiated or substantiated. The response may include advice, support, training, management action, improving a control, a referral to the applicable contractual or disciplinary process, or external reporting where that is genuinely necessary.

- A breach may lead to action through the applicable employment or contractual procedure, with appropriate advice, and serious cases may result in dismissal or the termination of an engagement.
- No sanction is automatic, and no outcome follows from an allegation alone.
- A fair procedure should be followed, in line with the Acas Code of Practice on disciplinary and grievance procedures — the procedure followed, and the parties' conduct, are taken into account if a matter reaches an employment tribunal.
- Internal outcomes are not court, tribunal, regulator or criminal findings.

22. Training and communication

We operate a mandatory staff induction built around six training videos with a quiz after each one, and completion is required before a person progresses through onboarding. That induction has not yet been mapped against this Code, so we do not claim that it already covers every standard in it.

Before this Code takes effect we will map the induction against it and add or separately communicate anything it does not cover; give managers guidance on receiving concerns and urgent escalation; test the reporting and urgent-escalation routes; communicate relevant expectations to clients, venues, suppliers and contractors where proportionate; and keep appropriate evidence of training and communication.

23. Review

This Code is reviewed at least every 12 months, and earlier after a relevant change in law, in how we operate, in the people responsible, in our systems or suppliers, or after an incident. Review looks at aggregate conduct trends, complaints and signs of retaliation, how well training is working, client, venue and supplier incidents, whether corrective action was completed, and changes in law or in related policies. Trend review uses aggregate, non-identifying information only. A low number of reported concerns does

not by itself prove that standards are being met — it may equally mean that people do not know the route, do not trust it or cannot reach it. Tender and questionnaire evidence uses aggregate, non-identifying information about controls that are genuinely in place. Changes require approval by John Walker and Christophe Perrier jointly.

Who we are

Legal entity	AtHome Catering Limited
Company number	02763948 (registered in England and Wales)
Registered office	Kings House, 9-10 Haymarket, London, England, SW1Y 4BP
Trading and contact address	40 High Street, Cobham, Surrey, KT11 3EB, United Kingdom
Email	parties@athomecatering.co.uk
Telephone	+44 (0)1932 862026
Brands	AtHome Catering is our public business name. AtHome Events is a customer-facing events brand of AtHome Catering Limited. It is not a separate company and never the contracting party.