



CRAFT BEVERAGES WORTH SHARING

Code of Conduct

At Troubled Monk, we are committed to providing a positive work environment where everyone can be a successful contributor. To that end, each of us should expect and has a responsibility to uphold, a workplace and culture that is free of harassment, discrimination, misconduct, abusive conduct, and retaliation.

It is the policy of Troubled Monk that harassment in the workplace based on a person's race and/or color, religion, ancestry, national origin and/or citizenship, sex (including pregnancy), gender, gender identity, gender expression, sexual orientation, transgender status, marital status, age, physical or mental disability, genetic information, military status or any other consideration made unlawful by federal, provincial, or local laws will not be tolerated.

Unlawful harassment includes verbal or physical conduct and any actions (directly or indirectly) that are unwelcome and has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

- derogatory or insensitive jokes, pranks, or comments;
- slurs or nicknames;
- nonverbal behavior such as staring, leering, or gestures;
- ridiculing or demeaning comments or behaviour; including comments on ability due to gender, religion, or physical ability
- innuendos or veiled threats;
- displaying or sharing offensive images such as posters, videos, photos, cartoons, screensavers, emails, or drawings that are derogatory;
- offensive comments about appearance, or other personal or physical characteristics, such as comments on someone's physical disability or religious attire; or
- unnecessary or unwanted bodily contact such as blocking normal movement, or physically interfering with the work of another individual.

This policy applies to all employees including managers, supervisors, co-workers, and non-staff such as community employees, customers, clients, vendors, consultants, etc.

One aspect of our policy that requires special clarification is our prohibition of any form of sexual harassment in the workplace.



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Sexual Harassment Policy

Troubled Monk's position is that sexual harassment is a form of misconduct which undermines the integrity of the employment relationship. Sexual harassment can happen regardless of gender, gender identity, gender expression, sexual orientation, or transgender status of the individuals involved, and can, for example, occur between same-sex individuals as well as between opposite-sex individuals.

As with all forms of unlawful harassment, sexual harassment, whether committed by supervisory or non-supervisory employees, is specifically prohibited as unlawful and against Troubled Monk's stated policy. Specifically, no supervisor shall threaten or insinuate, either explicitly or implicitly, that an employee's submission to or rejection of sexual advances will in any way influence any personnel decision regarding that employee's employment, wages, advancement, assigned duties, shifts, or any other condition of employment, or career development.

Troubled Monk also prohibits other sexually harassing conduct in the workplace that may create an offensive work environment, whether it be in the form of physical or verbal written/electronic harassment, and regardless of whether committed by supervisory or non-supervisory employees. This includes, but is not limited to:

- Repeated offensive or unwelcome sexual flirtations, advances, propositions,
- Unwanted comments about appearance, or other personal or physical characteristics, such as sexually charged comments, words, jokes, pranks, intimidation, or sexually degrading words used to describe an individual or an individual's body,
- Unwanted verbal or physical advances, sexually explicit derogatory statements, or sexually discriminatory remarks that are offensive or objectionable to the recipient, that cause the recipient discomfort or humiliation, and/or that interfere with the recipient's job performance,
- The display in the workplace of sexually suggestive images such as posters, videos, photos, cartoons, screensavers, calendars, emails, or drawings that are obscene or sexual in nature,
- Unnecessary or unwanted bodily contact such as groping or massaging, blocking normal movement, or physically interfering with the work of another individual,
- Threats or demands that a person submit to sexual requests as a condition of continued employment or to avoid some other loss and offers of employment-related benefits in return for sexual favors.



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Such conduct may constitute harassment even if it is not directed at a particular individual but takes place within such person's viewing or hearing. Additionally, such conduct is unacceptable in the workplace as well as other workplace environments, such as company trips, social gatherings outside of work, training programs, or company-related social events.

Upon completing the investigation of a harassment complaint, Troubled Monk will communicate its intended actions to the complainant and to the alleged harasser. If Troubled Monk finds that harassment occurred, the harasser may be subject to appropriate disciplinary action, up to and including termination of employment. That employee may also be subject to legal and financial liability.

Troubled Monk prohibits any employee from retaliating against or intimidating in any way anyone who has raised any concern about, or who is serving as a witness to, sexual harassment or discrimination against another individual. Retaliation is when someone penalizes another person for filing a claim and can include, but is not limited to the following:

- Keeping an employee from attending meetings or other events the business hosts,
- Transferring an employee to a different department or shift
- Withholding a raise or promotion,
- Giving a performance evaluation that is lower than it should be,
- Making the employee's work environment feel unsafe or uncomfortable, and
- Limiting the number of hours the employee works.

Retaliation is a violation of this policy as well as federal and provincial law and should be reported immediately to your immediate supervisor or a member of management.

When possible, Troubled Monk encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that their behavior is unwelcome and request that it be discontinued. Often this action alone will resolve the problem. Troubled Monk recognizes, however, that an individual may prefer to pursue the matter through the complaint procedures.

Once Troubled Monk becomes aware of the existence of harassment, it is obligated to take prompt action.



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Harassment Complaint Procedure

Any employee who believes they have been harassed or has witnessed or heard about a potential violation of the anti-harassment and sexual harassment policies should report the conduct so that we can take steps to remedy any violations of the policies. Managers are required to promptly report any complaint that they receive or any harassment that they observe.

If you suspect harassment, discrimination, bullying, or retaliation has occurred, you are encouraged (and managers are required) to report the behavior in the following ways:

- Speak to your manager, someone else in your reporting chain, or any other manager outside of your reporting chain
- Any other person at Troubled Monk you feel comfortable speaking with, and they can speak to a manager on your behalf.
- Speak directly to the Chair of our Inclusivity Board. The chair can be reached at employeesupport@troubledmonk.com

In cases where employees face imminent danger, they should remove themselves from the dangerous situation and call for emergency assistance.

Any person who uses this complaint procedure will be treated with dignity, respect, and professionalism. All complaints will be promptly investigated, and the appropriate corrective action will be taken as determined by management. The complaint will be kept as confidential as practicable; however, Troubled Monk cannot guarantee anonymity in light of the need to conduct a fair and complete investigation of all complaints.

If you feel you have experienced or witnessed any harassment, discrimination, misconduct, abusive conduct, and retaliation, you are strongly urged to follow this reporting and complaint procedure as soon as possible.