Community Code of Conduct

Troubled Monk is committed to creating a welcoming, respectful, inclusive, and safe environment for everyone who visits, works with, represents, or partners with us.

Purpose

This Community Code of Conduct outlines the standards we expect in our taproom, brewery, retail spaces, events, online interactions, and any other Troubled Monk-related setting.

It applies to guests, customers, employees, contractors, vendors, volunteers, performers, event partners, delivery partners, and anyone who engages with or represents Troubled Monk.

Our Community Standards

- **Treat people with respect.** Be kind, considerate, and respectful toward staff, guests, vendors, partners, performers, and community members.
- **Keep our spaces safe.** Follow posted rules, staff direction, event guidelines, and safety procedures.
- **Act responsibly.** Avoid behaviour that puts others at risk, disrupts the experience of others, or interferes with a safe and welcoming environment.
- **Respect boundaries and privacy.** Do not share private information about staff, guests, customers, vendors, or business matters without permission.
- **Use respectful communication.** This applies in person, by phone, through email, on social media, and in any digital communication connected to Troubled Monk.
- **Raise concerns respectfully.** If something does not feel right, please bring it forward so it can be addressed.

Harassment, Discrimination, and Unsafe Behaviour

Troubled Monk does not tolerate harassment, discrimination, bullying, threats, violence, intimidation, abusive conduct, or retaliation. Unacceptable conduct may occur in person, online, in written or visual materials, or through other forms of communication.

Examples of unacceptable behaviour include:

- Derogatory jokes, slurs, mocking comments, hostile teasing, name-calling, or demeaning remarks.
- Unwelcome comments or conduct related to race, colour, ancestry, place of origin, religion, family status, marital status, sex, pregnancy, sexual orientation, gender identity, gender expression, age, disability, or any other protected ground under applicable law.
- Sexual harassment, including unwelcome sexual comments, advances, messages, images, requests, or physical contact.
- Threats, stalking, intimidation, aggressive behaviour, blocking movement, or conduct that makes someone feel unsafe.
- Displaying, sending, posting, or sharing offensive, discriminatory, obscene, or degrading material.
- Retaliation against anyone who raises a concern, supports another person, or participates in a review of a concern.

Responsible Service and Safety

As a brewery and taproom, we take responsible alcohol service and community safety seriously. Guests and participants are expected to enjoy Troubled Monk products responsibly and follow all applicable laws, posted rules, and staff direction.

- Troubled Monk may refuse service to anyone who appears intoxicated, behaves aggressively, or creates an unsafe or disruptive environment.
- Illegal substances, violence, threats, harassment, or unsafe conduct are not permitted.
- Smoking and vaping are only permitted in approved outdoor areas.
- Guests are responsible for arranging safe transportation when needed.

Events, Vendors, and Partners

This Code also applies to Troubled Monk-hosted events, off-site events, collaborations, vendor relationships, markets, fundraisers, tastings, sponsorship activities, and other community partnerships.

We expect anyone representing Troubled Monk or participating in a Troubled Monk-related event to uphold these standards before, during, and after the event.

Reporting a Concern

If you experience or witness conduct that may violate this Code, please speak with a Troubled Monk staff member, manager, or event representative as soon as possible.

Concerns may also be sent to: admin@troubledmonk.com

If there is an immediate safety concern or emergency, remove yourself from the situation and call 911.

Reports will be handled as promptly, discreetly, and fairly as possible. Confidentiality will be respected where practical, but some situations may require further review in order to respond appropriately.

How Troubled Monk May Respond

Troubled Monk will take concerns seriously and respond appropriately to the situation. Depending on the circumstances, this may include:

- A conversation, reminder, or warning.
- Refusal of service or removal from the premises or event.
- Ending participation in an event, partnership, vendor relationship, or contract.
- Internal review and corrective action where employees or representatives are involved.
- Contacting emergency services or law enforcement where necessary.

Our Commitment

Our goal is simple: to keep Troubled Monk a safe, respectful, and welcoming place for everyone who visits, works with, supports, or represents our brewery. Please reach out to concerns@troubledmonk.com if you have any questions.