

Manager Code of Conduct (v2.2026)

Leadership, Accountability & Professional Standards

Our Role as Managers

Managers at Sanctuary Social are entrusted with:

- People
- Revenue
- Culture
- Compliance
- Brand reputation

Leadership is a responsibility, not a privilege.

Core Conduct Standards

1 Integrity & Fairness

- Enforce policies **consistently**
 - No favoritism, exceptions, or side deals
 - Decisions are based on facts, not feelings
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2 Accountability & Ownership

- Address issues promptly
 - Document coaching and discipline accurately
 - Do not ignore problems or “pass them along”
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3 Professional Communication

- Speak calmly and respectfully
 - No public discipline
 - No sarcasm, threats, or emotional reactions
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Managers set the tone — always.

Policy Enforcement

Managers must uphold:

- Ring-before-you-build
- Cash handling standards
- Timekeeping accuracy
- Alcohol service laws
- HR & safety policies

Failure to enforce policy is a management failure.

5 Confidentiality

- Employee matters stay private
 - No discussion of discipline, pay, or HR issues
 - No gossip or speculation
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Boundaries & Conduct

- No personal conflicts at work
 - No family or relationship drama on site
 - No inappropriate relationships with subordinates
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7 Training Before Discipline

- Train clearly
 - Retrain when needed
 - Discipline only after expectations are set
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8 Lead by Example

Managers must:

- Follow the same rules as staff
- Ring accurately
- Clock correctly
- Model calm under pressure

Manager Acknowledgment

“I understand and agree to uphold the Sanctuary Social Manager Code of Conduct.”