



## OUR CODE OF ETHICS

### Our Mission Statement

To redefine catering by blending delicious food, imaginative design, and obsessive attention to detail with meaningful partnerships, innovative solutions, and a deep commitment to sustainability. Our kind and caring approach positively empowers our people and impacts our communities.

### Our Code of Ethics

1. Commitment to Sustainability
2. Integrity and Transparency
3. Respect for Diversity and Inclusion
4. Quality and Excellence
5. Community Engagement and Social Responsibility
6. Fair Labour Practices
7. Client-Centred Services
8. Environmental Stewardship
9. Collaboration and Partnerships
10. Accountability and Continuous Improvement

Kalm Kitchen's sense of moral duty flows from our founders, James and Jen, for whom holding ourselves to the highest standards was built into the foundations of the business.

The team at Kalm Kitchen recognise we cannot change the world alone and overnight, but we know we can make a small difference if every day we look at the previous day and ask ourselves, "How can we be better today than we were yesterday?"

We are committed to conducting our business with integrity, sustainability, and social responsibility. Our Code of Ethics serves as a guide to ensure we uphold the highest standards of professionalism, fairness, and accountability, while making a positive impact on people, communities, and the environment.

By adhering to this Code of Ethics, we strive to lead by example in the wedding and event catering industry. We are dedicated to creating exceptional experiences for our clients while upholding our values of sustainability, integrity, and community. Together, we will continue to contribute to a more sustainable, inclusive, and equitable future.

# 1. Commitment to Sustainability

We prioritise sustainable practices in every aspect of our business, from sourcing ingredients to reducing waste. We strive to:

- Source local, organic, and ethically produced ingredients whenever possible.
- Minimise food waste by planning menus carefully, controlling production efficiently, monitoring waste and where necessary implementing donation programs for leftover food.
- Minimise used of packaging and use eco-friendly packaging and sustainable materials in our operations.
- Support and partner with environmentally conscious vendors and suppliers.





## 2. Integrity and Transparency

We are committed to conducting business with honesty, openness, and respect. We will:

- Provide clear, accurate, and transparent pricing and contracts to our clients.
- Honour all agreements and commitments made with clients, partners, and vendors.
- Address any concerns or disputes in a fair and respectful manner.
- Ensure all marketing and advertising accurately reflects our services, capabilities, and values.



### 3. Respect for Diversity and Inclusion

We celebrate and respect the diversity of our clients, employees, and partners. We commit to:

- Providing an inclusive and welcoming environment for clients of all backgrounds, identities, and preferences.
- Promoting diversity within our hiring practices and creating opportunities for underrepresented groups in the culinary and event industries.
- Respecting and accommodating cultural, dietary, and religious preferences in the planning and execution of events.





## 4. Quality and Excellence

We are dedicated to delivering the highest quality products and services to our clients. This includes:

- Offering creative and dynamic menu options to meet the needs and desires of each client..
- Using fresh, high-quality ingredients and maintaining high standards of food safety and hygiene.
- Continuously improving our culinary techniques, service offerings, and event coordination processes.



## 5. Community Engagement and Social Responsibility

We understand our responsibility to contribute to the well-being of our local and global communities. We pledge to:

- Support local farmers, producers, and artisans to strengthen the regional economy and reduce our carbon footprint.
- Partner with charitable organisations and contribute to causes that align with our values, such as food security, environmental protection, and social justice.
- Volunteer time, resources, or services to help those in need, particularly in underserved communities.





## 6. Fair Labour Practices

We are committed to treating our employees and contractors with respect, dignity, and fairness. This includes:

- Offering fair wages, benefits, and a safe working environment.
- Ensuring equitable treatment and opportunities for advancement within our organisation.
- Providing ongoing training and development opportunities to foster professional growth.



## 7. Client-Centred Service

Our clients' satisfaction is our top priority. We will:

- Listen to and understand each client's unique vision, needs, and values, tailoring our services accordingly.
- Maintain open communication with clients throughout the planning and execution of events to ensure their expectations are met.
- Address any issues or concerns promptly and professionally to ensure a positive experience.





## 8. Environmental Stewardship

We recognise the environmental impact of the catering and event industry and are dedicated to reducing that impact by:

- Reducing energy consumption and water usage in our operations.
- Supporting initiatives aimed at protecting biodiversity and preserving natural resources.
- Encouraging the responsible use of tableware and materials at events and promoting the use of sustainable materials wherever possible.



## 9. Collaboration and Partnerships

We believe in the power of collaboration and ethical partnerships. We will:

- Build long-term, mutually beneficial relationships with vendors, suppliers, and partners who share our values.
- Support our industry peers by sharing best practices for sustainability, ethical sourcing, and social responsibility.
- Foster a culture of teamwork and mutual respect within our business and across the events we serve.





## 10. Accountability and Continuous Improvement

We hold ourselves accountable for our actions and decisions. To ensure we uphold the highest ethical standards, we will:

Regularly review and update our practices to stay aligned with accepted certification standards and industry best practices.

Solicit feedback from clients, employees, and partners to improve our services and impact.

Implement measurable goals for environmental, social, and economic performance and transparently report on our progress.



# Code of Ethics Review Summary

This Code of Ethics is subject to annual review. Changes are tracked here and are subsequently communicated into our team as appropriate.

Ethics Code Number & Title	Change Log	Date of Change	Next Review Due
Version 1.1	Initial creation and adoption of the Code	03/01/2025	30/11/2025