



Pittsburgh Brewers Guild: Code of Conduct

Pittsburgh Brewers Guild Mission:

To provide a strong, united voice for Independent Craft Breweries in Allegheny County

Purpose of the Code of Conduct:

The Pittsburgh Brewers Guild (PBG) has developed this Code of Conduct as a living document that reflects our mission. This Code of Conduct is designed to empower and educate patrons, employees, and owners on acceptable behaviors and expected guidelines in our breweries.

How to Use this Document:

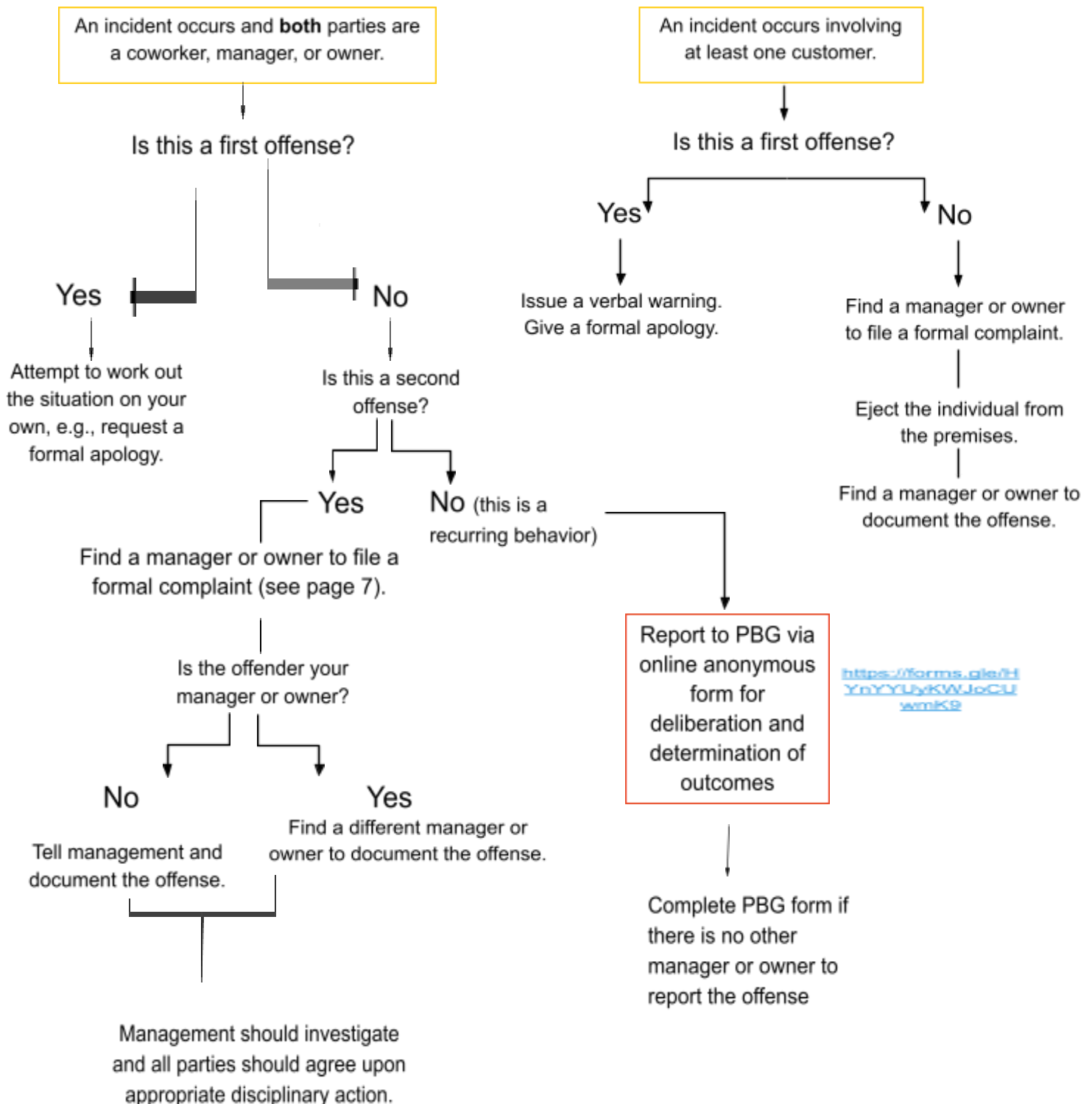
- *Pages 1-7 should be available for all PBG member brewery employees. The three-strike policy is a recommended tool to address inappropriate behaviors at the brewery level (i.e., no involvement of the PBG)*
- *Page 2 provides a decision tree to designate who to go to for help and when*
- *Pages 3-6 specifies the application of the Code of Conduct by PBG*
- *Page 7 is the in-brewery complaint form for that can be used for member brewery level use and documentation (i.e., no involvement of the PBG)*
- *Pages 8 or 9 are versions (long and short) of the Code of Conduct. One of the two should be publicly displayed at your brewery*

Note: PBG will only be involved in grievances submitted to the online PBG reporting form at <https://forms.gle/HYnYYUyKWJoCUwmK9>

PBG Code of Conduct (cont.)

The remainder of this document serves as a guide for how individuals at any PBG brewery or PBG-sanctioned event are expected to behave, and the resulting processes that will occur when inappropriate behaviors occur (see decision tree below).

**Note: Please see final page of the document for In-Brewery Complaint Form. PBG will only be involved if the ONLINE form is submitted at <https://forms.gle/HYnYYUyKWJoCUwmK9>*



Training:

- If training is the outcome of an incident, first identify if the individual has participated in the Code of Conduct training previously. If they have NOT participated in the Code of Conduct training, the individual may undergo Code of Conduct training and fill out the associated post-training form.
 - If the individual HAS undergone the Code of Conduct training previously, the individual should revisit the Code of Conduct training, fill out the post-training form again, and reach out to the DEI MAL to discuss application of the training on their behavior.

PBG's DEI Sub-Committee Operations

- The DEI Sub-Committee should include:
 - At least 2 PBG board members
 - Members from a variety of identity groups, and especially the identity group that was the target of the inappropriate behavior (e.g., If the instance involves a homophobic slur, members of the LGBTQ+ community should be included on the sub-committee)
- The DEI Sub-Committee should convene no later than one month after an instance was reported.
- Results of the deliberation should be communicated to the reporter no later than one week after the outcome is determined.

Working it Out on Your Own

If you feel comfortable and safe enough to address someone directly about inappropriate behavior, it is appropriate to try to first resolve the issue on your own.

When deciding whether to work it out on your own, use the following questions as guidance. If you answer “yes” to any of these questions, you should instead involve a manager and file a formal complaint:

1. Do you feel uncomfortable or unsafe addressing the person who engaged in the inappropriate behavior?
2. Were there any customers or other non-employees involved in the situation?
3. Was this a second offense of a prior, formal complaint (i.e., the same person engaging in the same, previously documented, inappropriate behavior)?
4. Does this inappropriate behavior include any “Zero Tolerance Behaviors” (listed above)?

As humans, we sometimes make mistakes. PBG wants to honor our humanity by treating first offenses (not including any of the aforementioned zero-tolerance behaviors) as an opportunity to learn and improve for the better, together. Our recommended approach is the 3-strike rule.

Strike 1: First time offense of inappropriate behavior:

- If something you did or said made someone feel disrespected, offended, unsafe, violated, harassed, or uneasy, promptly apologize using the **formula for a proper apology** to ensure the issue is quickly resolved.
 - Formula for a proper apology:
 - Identify the behavior, in detail [“I know I said something inappropriate”]
 - Acknowledge the impact that behavior had on others [“My statement was offensive and made others feel unsafe.”]
 - Say that you’re sorry (and mean it!) [“I am sorry for what I did.”]
 - Explain how you’ll make sure this behavior won’t happen again [“This will not happen again.”]
- Focus on the behavior, not the person [“What you said was homophobic,”] not [“You are homophobic.”]

Strike 2: Second time offense of inappropriate behavior:

- File a formal complaint– find a manager or owner to file a formal complaint (see page 8)
- This may result in suspension, termination, and/or removal from the premises

Strike 3: Report the individual to the anonymous PBG reporting system, found at <https://forms.gle/HYnYYUyKWJoCUwmK9>

Important: Even if you decide not to file a formal complaint, **be sure to document exactly what happened**, including all of the information outlined in the In-Brewery Complaint Form (see page 7 of this document). This documentation can be used if the behavior occurs again, and a formal complaint is then made.

The vast majority of reported cases of inappropriate behavior could be prevented if a proper apology had occurred as close to the incident as possible.

***Formula for a Proper Apology**

1. Identify the behavior
2. Acknowledge the impact that behavior had
3. Say that you're sorry (and mean it!)
4. Explain how this behavior won't happen again

I know what I said was inappropriate (1) and it made you feel unsafe (2).

I'm sorry (3). And I will never say that again (4).

What does an inclusive workplace look like?

Pittsburgh Brewers Guild is committed to the belief that we all deserve to work in an environment where we are treated with dignity and respect. An inclusive workplace enables us to be our best selves at work—resulting in better coworker relationships, happier and returning customers, and the long-term success of this establishment we've built and will continue to grow together.

When we're called out for inappropriate behavior, we sometimes become defensive or try to downplay/deny our behavior. This includes minimizing the impact of the behavior on others by focusing on our own intentions instead. This sounds like, "That's not what I meant," or "You know I wouldn't do something like that on purpose," or "I'm sorry you feel that way." What's important is owning the **impact** of our actions, even if there was no harmful intent.

Seemingly neutral or even positive behaviors can sometimes cause harm when they are unwanted or done without the other person's consent (i.e., when someone explicitly gives us permission to do something).

Note: Consent can be retracted at any time, when made explicit by the person who initially granted it.

It's absolutely necessary to take personal accountability for any actions or words that breach consent and/or make others feel disrespected or harmed, regardless of one's personal intent.

For PBG to successfully maintain an inclusive organization, we must hold our people accountable for inappropriate behavior, not allowing inappropriate behavior to continue, become normalized, and spread throughout our workplace culture.

*Inclusion doesn't mean always getting it right,
but knowing what to do—and how to fix it—when we get it wrong.*

Whether we're the one giving or receiving feedback, we must remember that being told that something we did wasn't appropriate is **not** the same as questioning our overall character or integrity. By making this

clear, we can avoid defensiveness and other negative feelings that can happen when someone is called out for their inappropriate behaviors. For example:

- “I know you’re a good person, but [specific actions done/words said] specific thing you did was hurtful because [explain why].”
- “You may not have meant it this way, but...”
- “I know jokes like that used to be okay, but in today’s world they’re no longer appropriate because...”

It’s never productive to call a person racist, sexist, homophobic, a bad person, etc., as these general statements about a person’s character (whether true or not) will distract from the most important matter at hand—resolving the specific issue of inappropriate behavior that occurred.

Both parties should remind themselves that it’s okay if we sometimes get it wrong, just as long as we’re willing to do what it takes to make it right. And most of the time it can be as simple as a straightforward—albeit, sincere and authentic—proper apology (see above)

Benefit of Doubt:

To maintain a safe working environment, management and the PBG will do everything in their power to give the benefit of the doubt to the person reporting the offense. Our goal is to center and intently listen to anyone who reports an incident of inappropriate behavior. However, collecting and providing sufficient evidence of inappropriate behavior will ensure a swift and clear outcome.

Evidence & Documentation:

When filing a complaint, provide any current or previous documentation that supports the claim. This includes eye-witness testimony, which can be in writing or verbalized by the witness to management (who will take notes and add to the formal complaint that will go on file).

The manager may also interview any relevant witnesses identified by either the complainant or the respondent(s) and gather any relevant information. Proper notes will be taken during interviews, which will be included in the complaint file.

How will reporters be protected?

Pittsburgh Brewers Guild prohibits retaliation against any person for submitting or participating in a complaint or investigation, or for expressing an intention to complain under this policy.

- **Retaliation** refers to negative social or professional actions – or threats of negative actions – taken against those who complain about harassment, provide evidence of harassment, or participate in investigations of harassment.
- **Confidentiality:** Any communication or information gathered in any case of inappropriate behavior is confidential except to the extent that disclosure is necessary to (1) implement this policy or (2) undertake disciplinary or remedial steps arising from a complaint made under this policy.

All of those involved should treat all documents and details with the highest degree of confidentiality throughout and after the complaint process. Failure to do so would be subject to additional disciplinary action, as determined by the DEI Sub-Committee.

In-Brewery Complaint Form

Name of individual/s making the formal complaint: _____

Name of individual/s suspected of the inappropriate behavior: _____

Name of manager filing report: _____

Location of incident: _____

Date/time of incident: _____

Date report is filed [mm/dd/yyyy]: _____

Policy violation (i.e., how the above accusation violated our Code of Conduct policy):
Please provide details, names of witnesses/involved parties, and any other pertinent information related to the incident. Use additional sheets as needed:

Was a proper apology provided by the individual/s who violated the Code of Conduct?

Yes No

Date of proper apology [mm/dd/yyyy]: _____

Disciplinary outcome:

- Final verbal warning
- Training / continued education
- One-week, unpaid suspension
- Termination
- Other:

Signature of manager filing report: _____

Signature/s of individual/s who filed the report: _____

Signature/s of individual/s who are responsible for violating the Code of Conduct: _____

(Add a copy of this form to each employee's permanent record)

CODE of CONDUCT



**Pittsburgh
Brewers Guild**

As a member of Pittsburgh Brewers Guild (PBG), we're committed to enjoying great craft beer within a safe, inclusive environment.

We will provide employees and patrons a space free from harassment and discrimination based on (but not limited to):

- **Race/color**
- **Ethnicity/national origin**
- **Gender identity**
- **Sexual orientation**
- **Age**
- **Religion**
- **Ability/body type**
- **Neurodiversity (the different ways that people interact with and experience the world)**

What are Inclusive Behaviors?

- Treating everyone with dignity, especially those from underrepresented groups
- Respecting perspectives from those with different identities and backgrounds
- Listening to and believing claims of disrespect and harm
- Being open-minded when given/giving feedback about inappropriate behavior
- Apologizing* promptly when inappropriate behavior occurs

What are Zero-Tolerance Behaviors?

- **Illegal use of weapons**
- **Physical assault, abuse, and violence**
- **Sexual harassment (unwanted sexual advances, pressure for sexual favors, and verbal or physical harassment)**

Anyone who engages in zero-tolerance behaviors will be ejected and/or banned from the premises and may be subject to consequences as deemed by the PBG.

Learn more about the PBG reporting process here:



What are Inappropriate Behaviors?

Inappropriate behavior includes any behavior that threatens the safety of another person, according to that person.

Examples include:

- Physical or verbal threats
- Derogatory verbal behavior such as insults, slurs, or bullying
- Outbursts of anger, shouting, or profanity
- Comments, jokes, gossip, gestures, or criticisms that attack and/or humiliate
- Unwanted, excessive flirtation or pressure for dates
- Breach of consent (i.e., violation of someone's expressed desires, especially physical touch)
- Circulation of written or graphic material that sexually objectifies, denigrates, or shows hostility/hatred toward an individual/group

As humans, we sometimes make mistakes.

Let's honor our humanity by treating first offenses (not including any zero-tolerance behaviors) as an opportunity to learn and improve for the better.

If something you did or said made someone feel disrespected, offended, unsafe, violated, harassed, or uneasy, promptly apologize using the formula for a proper apology* to ensure the issue is quickly resolved.

*Formula for a Proper Apology

1. Identify the behavior
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I know what I said was inappropriate (1) and it made you feel unsafe (2).

I'm sorry (3). And I will never say that again (4).

CODE of CONDUCT



Pittsburgh
Brewers Guild

The Pittsburgh Brewer's Guild is committed to providing employees and patrons a welcoming space that is free of harassment and discrimination based on (but not limited to):

- Race/color
- Ethnicity/national origin
- Gender identity
- Sexual orientation
- Age
- Religion
- Ability/body type
- Neurodiversity (the different ways that people interact with and experience the world)

Zero-Tolerance Behaviors

- Illegal use of weapons
- Physical assault, abuse, and violence
- Sexual harassment (unwanted sexual advances, pressure for sexual favors, and verbal or physical harassment)

If an incident occurred that made you feel uncomfortable, please scan this QR Code to make a formal report

Inappropriate Behaviors

Are any behavior that threatens the safety of another person, according to that person and can include:

- Physical or verbal threats or insults, slurs, or bullying
- Outbursts of anger, shouting, or profanity
- Comments, jokes, gossip, gestures, or criticisms that attack and/or humiliate
- Unwanted, excessive flirtation
- Breach of consent (i.e., violation of someone's expressed desires, especially physical touch)

