



INTRODUCTION

In California, all people are entitled to full and equal accommodations, advantages, facilities, privileges, or services in all public businesses, regardless of the following protected characteristics:

- Sex, gender, gender identity, and gender expression
- Sexual orientation
- Race, color
- Disability
- Ancestry, national origin, primary language
- Immigration status, citizenship
- Genetic information, medical condition
- Marital Status
- Religion

In adopting this policy, **Name of Business** expresses our commitment to creating a safe and welcoming environment for our customers that is free from discrimination, harassment, and acts of hate. This policy supplements **Name of Business's** EEO policy, anti-harassment policy, and any other existing employee policy established pursuant to California law. This policy outlines best practices and expectations for our employees in regard to how we treat customers and other members of the public, as well as how we handle discrimination, harassment, and acts of hate against customers and other members of the public on or around our premises.

CONDUCT PROHIBITED BY THIS POLICY / DEFINITIONS

Name of Business prohibits discrimination, harassment, and acts of hate against customers and members of the public. Such incidents may be unlawful and could create legal liability for **Name of Business**.

Definitions:

- **Discrimination:** treating a person differently, based at least in part on a protected characteristic.
- **Harassment:** unwelcome words or behavior that threaten, intimidate, embarrass, or demean a person, based at least in part on a protected characteristic.
- **Acts of hate:** violence or hostility directed at people, based at least in part on a protected characteristic.

Discrimination, harassment, and acts of hate include conduct directed at someone based on their actual protected characteristic, perceived protected characteristic, or association with others having a protected characteristic.

EMPLOYEE CODE OF CONDUCT

Employees at **Name of Business** are expected to:

- Provide equal service to all customers so that protected characteristics do not impact the quality of service
- Be mindful of using respectful and inclusive language when interacting with colleagues, customers, and other members of the public
- Complete legal trainings to understand the application of California civil rights laws to public businesses
- Listen to customers with disabilities to understand their needs and work collaboratively with them so they can enjoy **Name of Business's** products/services
- Allow customers to use the restroom (and/or other gender-segregated facility as applicable) that aligns with their gender identity
- Respond promptly to complaints from customers about discrimination, harassment, and/or hate by:
 - Using bystander intervention strategies to address the situation safely and effectively (see training, linked below)
 - Providing support to the targeted person, including by documenting the incident at their request
 - Reporting incidents to the CA vs Hate Resource Line and Network by phone at (833) 866-4283 or online at www.CAvsHate.org
 - Report the situation to management

AVAILABLE RESOURCES AND TRAININGS

- [Welcome In Home Page](http://bit.ly/CRD-Welcome-In) – bit.ly/CRD-Welcome-In
- [CA vs. Hate](http://bit.ly/CAvsHate) – bit.ly/CAvsHate
- [How Can I Help You? Customer Service Bystander Intervention Training](http://bit.ly/HCIHY) – bit.ly/HCIHY
- [Sexual Harassment Prevention Training](http://bit.ly/CRD-SHPT) – bit.ly/CRD-SHPT
- [Civil Rights and Businesses Fact Sheet](http://bit.ly/CRD-Unruh-Factsheet) – bit.ly/CRD-Unruh-Factsheet
- Civil Rights and Businesses Training – *coming soon!*
- [Ralph Act Fact Sheet](http://bit.ly/CRD-RalphAct-Factsheet) – bit.ly/CRD-RalphAct-Factsheet
- [Code of Conduct](http://bit.ly/Welcome-In-Conduct-Poster) – bit.ly/Welcome-In-Conduct-Poster

