MISSION STATEMENT

Elite Catering, LLC is a top of the line catering company that serves the greater Atlanta area. We offer on-site catering at our banquet hall, or off-site parties that can be accomplished anywhere. Whether it is a corporate gathering, holiday party, wedding, shower, or that special event, exquisite service is our commitment. We offer fresh food prepared daily to ensure the best quality in taste and presentation for the most economical price. (Ref. 7 and 8)
INTRODUCTION

Here at Elite Catering, LLC, we possess and nurture a strong set of values and strive to accomplish our mission by setting high ethical standards. We believe that commitment to ethical practices leads to positive results and a successful company. Our ethical principles are the ground rules of our operations. We understand the importance of integrity and honesty and believe that long-term relationships are built upon these standards. All aspects of our business must be based on the highest ethical standards. Our goal is to be a company that is known for its high level of ethics, honesty, fairness, and loyalty.

This Ethics policy is not intended to address every situation that could possibly occur. However, it is meant as a guideline for each employee of Elite Catering, LLC to strive to live and abide by. These guidelines contain basic ethical principles that are to be followed and adhered to in our place of employment, as well as in our dealings with suppliers and clients. By following these main ethical principles, Elite Catering, LLC will be able to foster and maintain relationships with those in the community that are built on mutual trust and self-respect, and we will have achieved the superior level of ethics that we are aiming for. *(Ref. 1, 5 and 8)*
HONESTY

We will never be deliberately misleading or say things that are untrue. We will be open and up front in our contracts and all communications with our clients. There will be no “fine print” or “hidden fees” in our contracts. What you see is what you get! We will make every effort to ensure the customer knows exactly what the contract promises, prior to any commitment. If we make a mistake or error in any way, we will correct it even if the customer is not aware of this error. (Ref. 11)

PROMISE-KEEPING

We will honor all commitments made by our company. We will not make promises that cannot be kept. We believe reputation is everything in the business world, and we will strive to achieve the highest customer satisfaction rating by standing behind our promises.

COMPLIANCE

We will operate our business in compliance with all applicable federal, state, and local laws. If any owners or employees of Elite Catering, LLC feel the company is operating illegally or unethically, there will be no repercussions against an individual, or “whistleblower” whom brings forth complaints. (Ref. 11)
FAIRNESS

Elite Catering, LLC makes every effort to be fair and honest with each business transaction. We will not take advantage of our customers or suppliers in any way. We want to instill a feeling of loyalty in each of our clients and suppliers and impress upon them the fact that each individual business transaction is important to us. We will be as impartial as we can by:

- Treating all clients and suppliers equally without regard to race, gender, age, religion, national origin, marital or family status, maternity, disability, sexual orientation, gender identity, or budget.
- Making a valiant effort to accommodate any special requests or traditions for a client’s event.
- Giving customers factual information about prices, schedules, and services.
- Allowing all suppliers equal opportunity to provide pricing and information about their products.
- Treating all clients and suppliers with fairness and respect, in agreement with terms we set with each of them. (Ref: 4, 7, 8, and 11)

DISPUTES

We will diligently consider every viable option to resolve complaints through open and direct communication with the client. We also promise to address any such grievances within a reasonable time frame, not to exceed 48 hours. Our goal is to make the client happy, while still maintaining our original commitment that was agreed upon in the initial contract. (Ref: 2, 6, and 11)
DISCRIMINATION AND HARRASSMENT

Elite Catering, LLC is committed to providing a work and service environment that is free of all discrimination and harassment in accordance with the law. Company policy prohibits all forms of unlawful harassment, including sexual harassment and harassment based on race, color, age or any other civil rights protected by the law.

Discrimination, as defined for this policy, is any prejudicial treatment of an individual based on their membership in a certain group or category, such as:

- Race
- Gender
- Age
- National Origin
- Religion
- Disability
- Sexual orientation or gender identity
- Marital or Family Status
- Maternity

Harassment, as defined for this policy, is a behavior of an offensive nature that:

- Creates a hostile or offensive work environment
- Involves physical assaults or threats
- Fashions intimidation
- Involves offensive objects or pictures
- Interferes with work performance

Sexual Harassment, as defined for this Policy, is unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature that:

- Interferes with work performance
- Creates an intimidating or offensive work environment
- Affects the employment of an individual in any way (Ref. 3 and 9)

VIOLENCE

Elite Catering, LLC has a zero tolerance policy for violence of any kind. We are pleased to provide our employees with a safe and comfortable working environment, without any fear of threats, violence, or intimidation. No weapons will be allowed on the premises, or while performing business for our company, under any circumstances. In addition, there will be no bullying, verbal threats of violence, or physical contact made for the purpose of causing harm. All reports of violence will be given the utmost attention, with a thorough investigation into all complaints, no matter how small. (Ref. 7 & 8)

SAFEGUARDING CONFIDENTIAL INFORMATION

Any information regarding Elite Catering, LLC’s clients, employees and suppliers will be kept confidential and only be used for business purposes. We believe that the fewer people who are aware of confidential information, the less likely any abuse of personal information will take place. We only release private information to our employees, clients, and suppliers on a “need to
know” basis. Employees are required to sign a confidentiality agreement when hired at Elite Catering, LLC. All employees (former and present) are under obligation to keep all Elite Catering, LLC information confidential, to the degree permitted by law. All documents containing confidential and private information will be locked in a safe and secure file in the Elite facility. Confidential information is information that is not generally available to the public and includes, but is not limited to:

- Trade secrets, i.e. recipes for foods, beverages, sauces, and processes
- Any recipe or process created by an employee of Elite Catering, LLC using our facility. Elite Catering, LLC reserves the right to claim all the rights to any recipe or process that is created using our facilities.
- Private information such as guest lists, guest information, guest food allergies, etc.
- Financial information that pertains to the business.
- Marketing plans and information regarding advertising campaigns.
- Employee, client, and supplier files, recruiting material, training material, etc.

Elite Catering, LLC does not authorize any employee to enter into any binding agreement without authorized approval. (Ref. 3, 7 and 12)

**CONFLICTS OF INTEREST**

All employees of Elite Catering, LLC will strive to avoid any personal relationship or situation that could negatively affect the best interests of our company. This would include:

- Taking an interest in individuals or situations that would cause an interference to work performance or business affairs
• Accepting gifts or favors that would result in special treatment toward the supplier or client

• Accepting or offering any type of bribe

• Employees, or friends and family of employees, using the supplies of Elite Catering, LLC for personal purposes

• Any type of entertainment with suppliers or clients that would conflict with Elite Catering’s values, morals, or ethical policies

• Employees, vendors, or clients borrowing money from Elite Catering, LLC

• Current employees working for a supplier or competitor

• Although gratuity is included in the original contract price, employees may accept monetary gifts, or gifts of value, as tips for services performed as long as they don’t exceed $100. (Ref. 2 and 3)

**FINANCIAL REPORTING**

The integrity of financial accounting records at Elite Catering, LLC is vital to our success. We will maintain financial information in a clear, concise, accurate, and timely manner in order to avoid any appearance of dishonesty. Any type of fraud, including the appearance of such, or the attempt to submit misleading information, will not be tolerated under any circumstances. We understand the importance of honesty and integrity when it comes to our financial procedures, and we will make the following guidelines a top priority in our accounting department.

• We must keep detailed records that are accurate and clearly reflect the business transactions performed.
• A record of all of Elite Catering’s assets and liabilities will be kept up to date and in accordance with standard accounting procedures.

• Business transactions will be channeled through the proper authorities and approved before taking place.

• Expenses incurred on behalf of the company must have receipts or other documents that back up the transaction.

• Transactions will be recorded in a timely manner as to avoid delaying the financial statement process.

• There will be no false entries into our records or accounts for any reason.

• No bribes or favors will be offered to the accountant auditing our books in exchange for reporting misleading or inaccurate information.

• No paperwork, to include financial statements, bookkeeping, receipts, or other financial business documents, will be destroyed without prior approval. (Ref. 3, 7 and 8)

**FOOD SAFETY AND HEALTH**

We pride ourselves in being expertly trained, certified, and knowledgeable in food safety and delivery. Our company understands food safety standards and the responsibility we have to our customers including the specific responsibilities relating to the health of individuals who handle food. When it comes to food safety, we not only comply with the law; we take extra measures to make sure our customers will have the confidence that all food will meet the standards they expect.

• All food is safe for human consumption.
- We will ensure that all of our inspections are kept up to date and meet, or exceed, standards.
- All equipment will be properly maintained.
- Employees have been aptly trained and certified in food safety, and are aware of our food handling and hazard communications programs.
- Food once served to a consumer not is re-served.
- Food is properly protected from contamination during storage, preparation, display, service and transportation.
- Facility has adequate hot food storage and refrigerated food storage.
- We ensure, as far as we can, that food is protected from contamination.
- No person(s) sick or with open wounds will handle food.
- Employees will wash hands as often as necessary and before and after using the restroom.
- Gloves will be worn at all times when handling food.
- Only food handlers are permitted in food areas.
- Signs will be posted for our employees, regarding their health and hygiene responsibilities.
- There will be no smoking in the Elite Catering building, especially anywhere near the food preparation areas.
- In addition to warnings in our contracts for food allergies, signs will be posted in our facility.
- All hot food shall be stored at temperatures 140 degrees or higher and cold food stored at 40 degrees or less.
• Equipment and utensils will get proper exposure to sanitizing solution during the rinse cycle.

• Washing of all tableware and drinking utensils shall be accomplished by use of warm water 110 to 120 degrees and an adequate amount of detergent to remove grease and solids.

• All necessary control measures shall be used to effectively eliminate the presence of insects on the premises. (Ref. 3, 11 and 12)

**FOOD QUALITY**

Our goal is provide quality food, at a fair price, with dependable and outstanding service. We promise to never compromise the quality of our food in order to save money.

• We will never substitute cheaper food for what was originally promised.

• We will be aware of any expiration dates, or use by dates, and will never use any ingredients that are aged past those dates.

• All suppliers will undergo an application process and be approved by our company as a safe source for food products. (Ref. 4 and 11)

**ALCOHOL COMPLIANCE**

Elite Catering, LLC trains all employees on the importance of preventing underage drinking and alcohol consumption abuse. We maintain a strict policy regarding the serving of alcohol and all measures will be taken to ensure that we adhere strictly with the law.
• Any employee responsible for serving alcohol for Elite Catering, LLC will be at least 21 years of age and have been adequately trained in age identification procedures.

• Everyone, regardless of age or appearance, will have to present an acceptable form of identification showing date of birth in order to receive any alcoholic beverage.

• We will not serve alcohol to anyone that is visibly intoxicated.

• Any person planning an event and requesting the serving of alcoholic beverages on our premises will be required to provide a uniformed guard for the entire event. (Ref. 11)

**CLOSING**

All guidelines set forth in the Ethics Policy of Elite Catering, LLC, will be strictly adhered to by all owners and employees. Employees will be trained upon hiring so that they understand the company’s values and standards, and can begin implementing our ethical procedures from the beginning.

The Ethics Policy will be reviewed annually by management and edited as needed to keep up with an ever changing business environment. However, our mission will always remain the same, and Elite Catering, LLC will never lower the standard of ethics that we initially set forth. We will always be the company that sets an example for the rest of the small business world to follow.

Anyone who is found in violation of the procedures in our Ethics Policy will be subject to disciplinary action, which could include immediate termination of employment. (Ref. 7 and 8)
REFERENCES


CONTRIBUTIONS

Each person worked individually to develop principles they thought were important to our catering business. We then combined, edited, and elaborated on those principles. Although we all offered proofreading and editing suggestions for all principles, each principle a team member specifically contributed to is listed beside their name.

Karen Butler: Mission Statement, Fairness, Discrimination and Harassment, Safeguarding Confidential Information, Food Safety and Health, Elite Catering Logo, Final Proofreading and Editing, Reference Page and Cites

Tina Owens: Introduction, Fairness, Conflicts of Interest, Financial Reporting, Violence, Closing, References, Final Proofreading and Editing

Kelley Griffin: Introduction, Honesty, Promise-Keeping, Fairness, Compliance, Disputes, Food Safety and Health, Food Quality, Alcohol Compliance, Final Proofreading and Editing, Compiled each individuals work into the one ethics policy

Davis Day: Honesty, Promise-Keeping, Alcohol Compliance

Allie Kinnon: Proofreading

Amanda DeLong: Maternity Leave