

This staff charter sets out what our employees can expect and what The Eat That Frog Group expects of them.

Our aim is to set out explicitly the rights and responsibilities of staff, and the additional responsibilities required for managers. We expect all our staff to comply with this Charter, which is set out below.

## Staff Charter – Staff Rights

As staff, at every level, we all have the right to:

- ❖ have equal opportunity for employment and advancement
- ❖ understand their contribution to the aims and objectives of the business
- ❖ be treated as individuals and have the opportunity to influence decisions
- ❖ acknowledge stress without fear of stigma or negative repercussions
- ❖ contribute ideas and voice concerns without fear of victimisation
- ❖ have their performance appraised fairly and objectively every year
- ❖ be treated with fairness and dignity at all times
- ❖ be trained and equipped to do their job effectively
- ❖ to be kept informed about matters which affect them and their work
- ❖ be supported to achieve a healthy balance between work and home
- ❖ work in a healthy environment that is safe, conducive to well-being

## Staff Charter – Staff Responsibilities

As staff, at every level, we are expected to:

- ❖ act politely and behave appropriately at all times, including face-to-face, telephone and written communications (e.g. e-mails, memos and letters, teams meetings)
- ❖ treat all customers and members of the public with respect and dignity under a duty of care
- ❖ treat all colleagues with respect, regardless of grade or position, respecting different views and opinions
- ❖ listen to, and where appropriate, act upon the views of customers and the wider community
- ❖ identify and support the continuous improvement of the services we provide

- ❖ address their own personal development
- ❖ achieve a healthy work-life balance
- ❖ work flexibly and collaboratively with colleagues, customers and other key stakeholders
- ❖ be prepared to change and adapt skills and attitudes to meet the changing needs of the business
- ❖ work in a way which is open and honest
- ❖ treat personal information about customers and colleagues as confidential at all times
- ❖ behave responsibly, giving explanations and operating within the boundaries of their roles
- ❖ demonstrate a positive attitude to their work and to the work of others act with probity and make best use of company funds in everything they do
- ❖ identify how they can contribute to improving the customer experience and help the business to meet its goals
- ❖ follow company policies and guidelines

**Managerial staff also have a right and a responsibility to:**

- ❖ be informed and explain decisions taken to all their staff
- ❖ be consistent and fair
- ❖ make decisions
- ❖ ensure that members of staff are fulfilling all the requirements of their job
- ❖ manage performance and address issues relating to performance, behaviour and attitude of members of staff
- ❖ promote work and life balance for themselves and their staff, ensuring staff are treated fairly
- ❖ manage absence
- ❖ support people in their development to meet business objectives
- ❖ plan the workforce to meet the needs of the service
- ❖ participate in effective communications by giving, receiving and seeking relevant information
- ❖ work within agreed timescales
- ❖ follow and implement company policies and guidelines

N.B: the term “customer” reflects anyone using or paying for the services of Eat That Frog.

| Page               | Details of the change                                 | Agreed by |
|--------------------|-------------------------------------------------------|-----------|
| June 22            | Reviewed – no change                                  | Board     |
| June 23            | Reviewed – no change                                  | Board     |
| June 24            | Reviewed – no change                                  | Board     |
| May 25             | Reviewed – only change to ETF Group from ETF CIC      | Board     |
| May 2026           | Reviewed – changed heading colour from orange to blue | Board     |
| Next review May 27 |                                                       |           |