

# The OUTFITTERY Community Guidelines

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### Our Ethical Principles

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OUTFITTERY is about making people feel comfortable and confident. This applies not just to our customer base, but also to every one of our employees. We want to be an inclusive and diverse employer and we strive to constantly evolve.

This community guidelines outline our set of beliefs and we expect everyone at OUTFITTERY to use it as a guide. Failure to try so will make you a bad fit for our company (and you know we don't tolerate a bad fit).

## Communication

We talk and write to each other openly, honestly and professionally and we are aware of and care about the people around us at work:

1. Be mindful of everybody's backgrounds and how they want to be addressed.
2. Respect each other and always keep it friendly.
3. Discrimination, threats, bullying and phishing are not allowed. Incidents can be reported to the People & Culture Team.
4. We do not post or share discriminating spam, NSFW content or any form of hate speech.
5. We consult Team People & Culture before posting surveys, inquiries or any not work related content.
6. We know how important they are that's why we always have time for "Hallos" and "Thank yous".

## Working with each other

Recent international studies have proven that the more diverse the company, the more innovative they are. But that's not the only reason, diversity is so much more than having token members on our team for us. We are convinced that different perspectives and opinions lead to growth, professionally and personally.

That's why we treat everyone as an individual, hired for their skills and respected for their diversity.

On a day-to-day level, respect is the key to successful teamwork:

Respect that people are who they say they are. How people identify themselves and what they believe in is up to them.

We do not tolerate discrimination on any basis, including appearance, age, gender, ethnicity, gender identity, sexual orientation, religious or political beliefs, mental health and physical ability.

Respect the choice of pronouns by which people want to be referred. Try to not assume a person's gender identity based on their name or appearance. If you aren't sure which pronoun to use, use gender inclusive pronouns ("they" / "them") or just ask.

Respect that people have different customs and habits like not drinking alcohol, eating certain foods or wearing clothes that reflect their beliefs. They're free to practise their truth. As long as it's not imposing on you, respect their boundaries.

Respect other people's bodies. As a company that helps our customers to feel good about themselves and in what they wear, it's important that this spirit of body positivity starts with us. We love all shapes and sizes. Don't forget that body shaming and even broader body talk puts a lot of pressure on the people around you.

Respect that others have their own opinions. You are free to express yourself and talk about your different standpoints but remember that you're in a professional environment. If you are making someone feel uncomfortable or attacked, it is no longer a friendly debate.

## **Working on yourself**

OUTFITTERY is a place for you to grow, both professionally and personally.

It's important to recognise that every one of us holds unconscious biases. They impact our decision-making and how we handle different situations. While we won't always get it right, we're always seeking to better ourselves. We want to identify, face and overcome our everyday biases to become better people.

If someone calls you out for being insensitive, listen to them and try to understand their perspective. The fact is, we're all learning. Willingness to change and grow is what is most important.

## **Working with suppliers + brands**

We like to get to know the companies we work with and find that the best professional relationships are built on shared values. We want to work with forward thinking brands and suppliers: While no one is perfect, it is important to us that they are open for the conversation and strive to better themselves.

## **Working with customers**

While the customer is king, they aren't above the law. We cherish our relationship with our customers and want them to be part of our journey. Any form of harassment or discrimination towards our employees will be objectively challenged in a constructive and professional manner. If the customer then refuses to engage and doesn't respect our values and our staff, we will ask them to use a different service.

## **Working on body and mind**

The health and wellbeing of our team is our utmost priority. While we have a number of preventative measures and schemes in place, we will do everything we can to assist your recovery if you are unwell.

Mental health is just as important as physical health to us. You don't need a fever or a broken leg to not feel capable of working and your managers will be sympathetic to whatever you are facing. We have also employed a mental health coach that you are welcome to speak to at any time.

While we are happy to give you the time and privacy you need to recover, please don't take advantage of our policies: We trust that you will only call in sick if you don't feel capable of working.

## How does this work for you?

So, whether you are already part of our team, want to join OUTFITTERY as an employee, partner, customer or online follower, it's important to us that you understand our OUTFITTERY Community Guidelines.

So if anything made you feel uncomfortable while you were reading this document, then please reach out to us and let's talk about your concerns, so we can find ways to grow together.

### **IMPORTANT**

**This is a living document that we constantly update as we evolve and continue to define ourselves. Please check back on it from time to time.**