



FIESTA

FOOD + FACILITIES

GOVERNANCE / PUBLIC ASSURANCE

CODE OF CONDUCT

The minimum ethical, workplace and operational conduct expected of everyone working for or on behalf of Fiesta.

FCS-GOV-COD-001

VERSION 1.0

APPROVED

APPROVED BY

Angesom Kidane
Founder & Managing Director

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DOCUMENT CONTROL

Code of Conduct

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PURPOSE AND PUBLIC SCOPE

Fiesta earns trust through safe work, honest decisions and respect for people. This Code sets the minimum conduct expected of employees, casual and agency workers, contractors, managers and directors whenever they represent Fiesta.

PUBLIC SCOPE NOTE

This public edition states Fiesta's governing commitments. Contracts, site rules and lawful client requirements may add stricter controls but may not reduce these standards.

CORE COMMITMENTS

01 Protect food, people and the public	02 Act honestly and reject bribery
03 Treat every person with dignity	04 Keep accurate records and speak up

01

Purpose and individual responsibility

Everyone covered by this Code must understand the rules relevant to their role, complete required training, ask when uncertain and stop or report work that could cause harm. Leaders are responsible for modelling the Code, making resources available and responding fairly when concerns are raised.

- Follow applicable law, this Code, approved procedures and site controls.
- Use stop-work authority where food safety, health, safety, dignity or integrity is at immediate risk.
- Never instruct another person to conceal a failure, falsify a record or bypass a control.

02

Food safety, health and safe work

Food safety and worker safety are conditions of service, not optional targets. People must follow hygiene, allergen, sanitation, temperature-control, equipment, personal protective equipment and incident-reporting requirements applicable to their task and location.

- Report illness, contamination, unsafe equipment, uncontrolled allergens and other hazards promptly.
- Do not work under the influence of alcohol, illegal drugs or any condition that makes the task unsafe.
- Cooperate with training, monitoring, audits, corrective actions and emergency arrangements.

03

Respect, fair work and human rights

Fiesta prohibits discrimination, harassment, bullying, violence, forced labour, child labour and retaliation. Recruitment and work must be voluntary, lawful and based on role requirements. Personal documents may not be retained as a condition of employment, and workers must not be charged unlawful recruitment fees.

- Respect privacy, cultural differences, lawful freedom of association and the right to raise concerns.
- Make employment decisions using relevant, fair and documented criteria.
- Protect anyone who reports a concern honestly, even when an allegation is not substantiated.

04

Integrity, gifts and conflicts of interest

No one may offer, request, give or accept a bribe, kickback or improper advantage. Modest hospitality may be accepted only when lawful, infrequent, transparent and incapable of influencing a decision. Actual, potential or perceived conflicts must be declared before the related decision is made.

- Never make facilitation payments or use a third party to do what Fiesta would not permit directly.
- Record approved gifts, hospitality and conflict-management actions accurately.
- Escalate suspected fraud, theft, collusion or improper procurement.

05

Records, information and company property

Operational, financial, people and food-safety records must be complete, accurate, timely and retained according to approved requirements. Confidential information, personal data, client property and Fiesta assets must be protected from misuse, loss and unauthorized disclosure.

- Do not backdate, alter or destroy a record to hide what occurred.
- Use systems, vehicles, ingredients, equipment and funds only for authorized purposes.
- Share information only with people who have a legitimate need and authority to receive it.

06

Raising concerns and accountability

Concerns may be raised with a supervisor, the Managing Director, by email or by phone. Fiesta will protect confidentiality as far as practicable, prohibit retaliation and assess concerns consistently. Breaches may lead to corrective action, discipline, contract action or referral to authorities, subject to law and fair process.

- Good-faith reporting is protected; knowingly false or malicious reporting may itself be misconduct.
- Managers must preserve evidence and avoid investigating matters in which they have a conflict.
- Lessons and corrective actions are tracked to reduce recurrence.

07 / AUTHORITATIVE SOURCES

Reference basis

These links lead to an issuing institution or authoritative legal database. Confirm the current official text and its application before operational reliance.

Labour Proclamation No. 1156/2019
ILO NATLEX / OPEN SOURCE

Protection of Witnesses and Whistleblowers Proclamation No. 699/2011
Federal Ministry of Justice / OPEN SOURCE

Corruption Crimes Proclamation No. 881/2015
Federal Ministry of Justice / OPEN SOURCE

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The approved public master is maintained at fiestacaterings.com/governance/code-of-conduct. Printed or downloaded copies should be checked against the current version before use.