



At Toast, we believe that the success of our business and our customers comes only with the success of you, our employees.

You are our secret ingredient. When you are empowered to succeed, Toast succeeds in achieving our mission to enable our community of restaurateurs to delight their guests, do what they love, and thrive. The restaurant industry is one of the most diverse industries. We embrace and are excited by this diversity, believing that only through authenticity, inclusivity, high standards of respect and trust, and leading with humility will we be able to achieve our goals.

At the heart of this are our hospitality mindset of ensuring everyone feels welcomed and included, and our [Toast Values](#) and behaviors that best define who we are as Toasters.

We are one team.

We recognize our strength when we act together.

We are driven by a purpose to lead by example through all we do.

We hold our customers to the same standards as we hold ourselves. Toasters are respectful and have good judgment; we expect the same from our customers, vendors, and partners. You deserve to feel the same respect you have come to expect at Toast, from the whole Toast network. As a result, we will provide a community framework of support to ensure our team is treated with dignity, respect, and courtesy, working towards the absence of bias in the workplace, as we interface with our stakeholders.

We know many of you connect with customers, suppliers, and partners on a daily basis. While it is our hope that these connections foster a thriving restaurant ecosystem, we recognize that there are moments and situations that may put Toasters at risk. This is not acceptable. Your safety is paramount to us. When these circumstances occur, we commit to providing a timely response in support of you and our Toast values. We stand with you, as one team.

We will not tolerate threats, harm, or intimidation tactics towards Toasters - whether actual, veiled, or implied. **It is up to the entire Toast team to speak up - if you see something, please say something.** For example, if you, a colleague, your direct report, your manager, or anyone else in our Toast team, is the recipient of derogatory or degrading language, threats (physical or mental), harassment, and/or general intimidation, speak up. If you witness or hear of



allegations of bullying, harassment, and/or discrimination towards restaurant workers, don't let it go unacknowledged. **We have your back.**

We know this can be uncomfortable. No matter how or where you engage with our customers and partners, you are empowered to remove yourself from these situations. **Please submit a report through AllVoices or contact your Manager, the Employee Relations Team and/or your People Success Partner (PSP) for additional support.** In doing so, you will have the support of your fellow Toasters, without fear of retaliation. There is no need to further engage or reciprocate. We commit to you to do our due diligence to properly investigate and act upon each situation, in a sensitive and swift manner.

To our Leadership: your immediate and ongoing support is indispensable. We commit to ongoing support and training for all Managers to understand how best to handle these situations and support our Toasters.

Toasters lead by example in technology, and in the world. We are driven by our purpose to enrich the food experience for all. We take our investment in supporting you very seriously, as you are our secret ingredient.

We are in this together.

Chris

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