



Development and Retention of Autistic Staff in Hospitality

Project Number 2023-1-IT01-KA220-VET-000152721



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ABOUT:

The 'PERFORM' project is about educating Hospitality Managers and HR Experts in developing and supporting Autistic Staff in the EU Hospitality Sector. It also delivers an Innovative HR Platform, for performance appraisals and employee monitoring.



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PROJECT RESULTS

1

Project Result 1: PERFORM HR Platform

2

Project Result 2: PERFORM Digital Toolkit

3

Project Result 3: VET Course for Hospitality Managers and HR Experts



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Module 5 : Code of Conduct

Module Aim

Module 5 aims to equip learners in the hospitality sector with a clear understanding of how a well-developed Code of Conduct can foster a safe, inclusive, and productive workplace. It emphasizes the importance of organizational culture and ethical behavior, while also offering practical guidance on supporting autistic employees through structured, respectful and accessible practices.

Learning Outcomes

1

Define and explain the role of a Code of Conduct

2

Identify key components of inclusive behavior

3

Learn how to develop and apply a Code of Conduct



1. Introduction

A Code of Conduct:

- Sets behavior expectations at work
- Promotes professionalism, inclusiveness and fairness
- Is especially useful in high-pressure hospitality settings
- Supports neurodiverse employees through structure
- Enhances team dynamics and team satisfaction



2. Culture of an Organization

What Is Organizational Culture?

- Shared values, norms and expected behaviors
- Influences employee conduct and service quality
- Shapes how staff feel, act, and interact
- Important for conflict resolution and ethics
- Builds team trust and performance



Hospitality Culture

Key features

- ✓ Fast-paced, guest-oriented, teamwork-driven
- ✓ High sensory and emotional demands
- ✓ Clear communication is essential
- ✓ Informal culture may hide inclusion gaps
- ✓ Strong culture reduces staff turnover



Autism in Hospitality workplaces

- Sensory overload from noise, lights, pressure
- Need for structured tasks and written instructions
- Unclear communication causes anxiety
- Visual aids, routines, and calm spaces help
- Inclusion policies improve retention and engagement

Need for Inclusion

Why is it essential?

- Inclusive culture accepts and supports all employees
- Neurodiverse needs must be acknowledged
- Adjust communication and work styles
- Equal access to information and training
- Encourages staff loyalty and satisfaction



3. Defining a Code of Conduct

What is a Code of Conduct?

- A document defining behavior expectations
- Reflects values like respect and fairness
- Clarifies rights and responsibilities
- Supports ethics and equal treatment
- Sets consistent workplace standards



Why a Code of Conduct is important?

- ✓ Prevents misconduct and confusion
- ✓ Enhances accountability and trust
- ✓ Encourages respectful, inclusive behavior
- ✓ Supports autistic staff with clear rules
- ✓ Promotes fairness across roles



Key components of a Code of Conduct

To support autistic employees in hospitality, a Code of Conduct should include:

1. Workplace behavior guidelines,
2. Equal opportunity and non-discrimination policies,
3. Support for neurodiverse employees,
4. Complaint and dispute resolution procedures,
5. Customer interaction standards



4. Contents of a Code of Conduct

Structure of a Hospitality Code of Conduct

- Introduction and purpose
- Organizational values
- Expected workplace behavior
- Guest interaction and communication rules
- Anti-discrimination and inclusion sections

Accessible and inclusive language

To support neurodiverse employees, a Code of Conduct should:

- Use clear, jargon-free wording
- Avoid vague or ambiguous terms
- Include visual examples if possible
- Provide translations or simplified versions
- Support autistic employees with structure

5. Developing a Code of Conduct

Step 1: Choose Participants

- Choose Participants
- Include experienced staff from departments (Reception, F&B, Housekeeping, Kitchen)
- Engage disability inclusion consultants or autism advocates
- Ensure diversity of perspectives
- Build ownership across departments

Step 2: Analyze ethical issues

- Review past ethical challenges in hospitality
- Guest complaints handled improperly
- Workplace bullying, harassment, discrimination
- Dress code, punctuality, or privacy violations
- Sensory overload affecting autistic employees

Step 3: Form an outline

- Dress code and grooming standards
- Guest interaction and communication guidelines
- Equal opportunity, inclusion, and diversity policies
- Anti-harassment and bullying measures
- Sensory-friendly accommodations and privacy rules

Step 4: Share draft for feedback

- Consult department heads and staff representatives
- Gather feedback on clarity and practicality
- Check specific guidance for neurodiverse employees
- Adapt rules for all hospitality service areas
- Ensure realism and inclusivity

Step 5: Finalize the Code

- Write a clear Introduction (purpose and scope)
- Structure sections around specific behaviors
- Use supportive, inclusive language
- Provide hospitality-related examples
- Make it simple, visual and accessible to all

Code of Conduct Template

- **Content table:** Lists all key themes included in the CoC, with page numbers.
- **Company policy and purpose:** Promote respect, professionalism, inclusivity, and support for structured environments, benefiting all, including autistic employees.
- **Dress code:** Professional grooming standards; uniforms and hygiene; minimal strong scents to prevent sensory discomfort
- **Technology use and workplace security:** Rules for using technology systems to protect guest confidentiality and operational efficiency.
- **Relationships between staff:** Expect respectful, professional communication; avoid gossip, inappropriate jokes, and exclusionary behaviors.



Code of Conduct Template

- **Workplace behavior and business culture:** Punctuality, clear communication, teamwork, and respect for neurodiverse working styles.
- **Harassment and discrimination:** Zero-tolerance for harassment, bullying, discrimination; with clear examples.
- **Workplace accommodations for neurodiverse employees:** Access to sensory-friendly spaces, written instructions, structured routines; confidential handling of requests.
- **Discipline measures:** Clear steps for breaches, from verbal warnings to formal procedures depending on the severity.



Best Practice Checklist

- Is the language clear and simple?
- Are neurodiverse needs addressed?
- Are all service departments included?
- Are examples realistic and practical?
- Is training linked to the Code?
- Are managers leading by example?
- Are reporting procedures confidential and easy?
- Are updates scheduled regularly?
- Is feedback collected from diverse employees?



6. Application of the Code

- Reinforce the Code through daily routines
- Use it in performance reviews and feedback
- Managers must model expected behavior
- Support autistic staff with structured coaching
- Apply fairly to all employees



7. Workplace culture and behavior standards

Importance of workplace culture in Hospitality

- Culture shapes employee experience and service quality
- Strong culture promotes respect, professionalism, teamwork, inclusivity.
- Clear communication standards support autistic employees.
- Written instructions and visual aids improve accessibility.
- Teamwork values different strengths, including attention to detail.
- Structured support helps in guest interactions and service recovery.



Establishing and maintaining behavior standards

- Clear standards define acceptable communication, appearance, teamwork.
- Zero-tolerance for bullying, harassment, discrimination.
- Supervisors must model expected behaviors daily.
- Sensory-friendly adjustments (quiet spaces, flexible breaks) support inclusion.
- Regular staff engagement and inclusivity training refresh culture.
- Positive culture attracts talent and improves guest experiences.



Summary Module 5

- A Code of Conduct sets the foundation for safe, inclusive workplaces.
- Positive workplace culture supports all employees, including autistic staff.
- Clear communication and behavior standards minimize conflict.
- Inclusive adjustments promote employee engagement and service excellence.
- Codes must be living documents, evolving with organizational growth.
- Investing in inclusion strengthens hospitality success long-term.



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