



THE FOOD CO-OP SHOP CODE OF CONDUCT

The success and well being of our cooperative depends solely on the people involved, be it as a member of management, staff, or as a volunteer. As part-owners of the cooperative, it is up to us to ensure we create and maintain a culture which we are proud of. *We must work together to:* create an environment that is inclusive, supportive and encouraging to all. Promote participation and cooperation. Acknowledge that we rely on each other, and recognise our combined efforts exceed the sum of our individual efforts. Value the trust we have in each other and give openly to one another. *As individuals we must:* recognise we are each unique, and must value the beliefs, opinions, knowledge and experiences of all others. Accept that sometimes we make mistakes and it is up to each of us to take responsibility for our own actions. Seek advice whenever we can and ask for support when we need it. Respect constructive feedback. Listen and communicate actively and effectively.

This document should be read in conjunction with the Rules of Operation (Constitution) of the Food Co-op Shop. This form must be signed and agreed to before commencing work and or volunteering at the Food Co-op Shop.

CODE OF CONDUCT FOR MANAGEMENT

To promote the aims of the Food Co-op Shop and maximise the quality of staff and volunteers' experience, the Food Co-op Shop will:

- Offer volunteers opportunities to participate in activities appropriate to their skills, experience and aspirations.
- Provide staff and volunteers with clear orientation, and necessary training for their work with the Food Co-op Shop.
- Offer training and support when needed for volunteers to participate in activities.
- Implement procedures to ensure staff and volunteer safety and well-being.
- Treat all members of the Food Co-op Shop and members of the public politely and with respect.
- Provide Duty of Care to all staff and members of the Food Co-op Shop

Staff and volunteers have the right to be provided with:

- Information on policies and procedures of the Food Co-op Shop.
- Orientation, training and education as necessary.

- Suitable assignments.
- Clear task orientation and training.
- Information about communication lines within the Food Co-op Shop.
- Adequate counseling and grievance procedures.
- Proper insurance cover.
- Appropriate occupational health and safety protection.
- Appropriate work area and equipment.
- Support, supervision, feedback and review.

CODE OF CONDUCT FOR STAFF AND VOLUNTEERS

To promote the aims of the Food Co-op Shop and maximise the quality of my experience as a member of the Food Co-op team I will:

- Seek volunteering opportunities appropriate to my skills, interests and aspirations.
- Inform relevant members immediately if unable to undertake volunteer or paid activities previously agreed to.
- Be committed to the stated aims of the Food Co-op Shop.
- Be prepared to undertake training for those tasks which require it.
- Carry out all agreed work responsibly and ethically.
- Speak out about any concerns which might affect my work relationships or performance.
- See myself as a valued team member with the right to contribute to decisions which affect my work.
- Value and support other team members.
- Treat all members of the Food Co-op Shop and members of the public politely and with respect
- Recognise that the time of other staff members and volunteers is very valuable and will do my best to respect this.

Staff and volunteers have a responsibility to:

- Make informed decisions about their commitment and ability to perform a particular task *before* putting their hand up to do it.
- Undertake work orientation and training as required.
- Use all equipment in the way in which it was intended.
- Work on tasks suitable to their skills and experience.
- Inform a relevant member of the Food Co-op Shop immediately if unable to perform tasks previously agreed to.
- Behave in an ethical manner.
- Keep Food Co-op Shop matters confidential when requested.
- Use appropriate information channels within the Food Co-op Shop when needing information, support, back-up, supervision or review.
- Be aware of the limits on their role within the Food Co-op Shop.
- Be aware of occupational health and safety policies and practices relevant to their tasks.
- Act as a member of the team.
- Commit to making an effective contribution to the aims of the Food Co-op Shop.

The Food Co-op Shop has a zero tolerance policy for the following:

- Sexual assault.
- Discrimination of any kind, such as that based on gender, age and ethnic background.

- Violent conduct.
- Blatant stealing from the Food Co-op Shop.
- Financial fraud.

Violation of our zero tolerance policy will result in immediate termination of employment or membership.

The Food Co-op Shop has a low tolerance policy for the following:

- Abusive language towards others.
- Disrespect of other peoples space and property.
- Mistreatment of customers.
- Harassment of staff, volunteers, or customers.
- Stalking, invasion of privacy.

Repeated violation of our low tolerance policy will result in termination of employment or membership.

Ihave read and agree to abide by the Food Co-op Shop Code of Conduct.

Signature: Date:

SUPERVISOR

Name :

Signature: Date: