



## Co-operative Workers' Code of Conduct

In this Co-operative Workers code of conduct you will find guidelines of workers' responsibilities, expectations and rights of how Co-op members work together, with other workers and towards club members and their guests.

Our Values:

1. Everyone is equal & their time is equally valued. Informal hierarchies to be acknowledged and minimised as far as possible
2. No tolerance to any form of abuse or discrimination

### **To other Co-op workers:**

Responsibilities:

1. Attend at least 75% of all Co-op meetings at the agreed time. If you can't attend you must email prior to the meeting to indicate your absence.
2. Take on at least one task of Co-op work every 2 months. This can be Bookings, Stock, Listings, Safer Spaces, Updating Website or other duties as needed
3. Commit to work hours as on the rota and only to seek cover or change of hours if it is an emergency such as sickness
4. Complete action points and work to deadlines
5. Be willing to take on extra responsibilities as needed

Expectations:

1. Show self-motivation and commitment to doing things well
2. Manage time and workload effectively. Do not take on too much, and delegate where needed to ensure deadlines are met
3. Take responsibility for own learning and development
4. Demonstrate initiative and engagement with safer spaces issues and work around structural oppressions
5. Accept and seek responsibility

6. Be respectful of everyone's opinions and feelings within meetings. Give time for everyone to speak. Do not talk over each other
7. Communicate any grievances or concerns that may be affecting your work to the Co-op
8. Reply to messages quickly and efficiently in a professional manner. Do not send messages designed to cause stress or upset to any other worker

#### Rights:

1. Workers to be paid equally with no hierarchy of management
2. To join a union of your choosing
3. To work in a safe and clean environment
4. To have grievances or concerns heard with sympathy and without prejudice
5. Requests to work flexibly will be looked on favourably, subject to the needs of the Co-op being met
6. To terminate your employment within two weeks' notice

## **To non-Co-op workers:**

#### Responsibilities:

1. Commit to work hours on the rota and only to seek cover or change of hours if it is an emergency such as sickness
2. Offer constructive management to non-Co-op workers
3. Maintain channels of communication between Co-op and non-Co-op staff
4. Workers to be paid equally with Co-op members

#### Expectations:

1. Reply to messages from non-Coop staff quickly and efficiently in a professional and helpful manner. Do not send messages designed to cause stress or upset to any other worker
2. Be respectful of everyone's opinions and feelings within meetings. Give time for everyone to speak, do not talk over each other
3. Offer constructive support to non-Co-op workers in day-to-day work and in escalating concerns where necessary
4. Accommodate non-Co-op workers' needs as far as possible

#### Rights:

1. To work in a safe and clean environment
2. To refer a non-Co-op member's concern or grievance to another Co-op member if necessary

## **To club members and their guests:**

### Responsibilities:

1. To maintain a clean and welcoming space for members and guests attending
2. To respond to emails or other messages from members quickly and respectfully
3. Keeping membership database up to date and ensuring data security

### Expectations:

1. All external comms to be respectful, professional and helpful
2. To be mindful of issues that may affect their comfort and safety within the space and online
3. To deal with any safer spaces issues confidentially, with sympathy and without prejudice

### Rights:

1. To maintain personal boundaries while at work and online