



# CODE OF CONDUCT

## The Food Co-operative Shop

Policy number	3	Version	1
Drafted by	13 July 2023	Approved by Board on	25 July 2023
Responsible person	Directors	Scheduled review date	25 July 2025

### GENERAL POLICY STATEMENT

The success and well being of our Cooperative depends solely on the people involved, be it as a member of staff, customers, the board 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 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 paid work and/or volunteering at the Food Co-op Shop. Please note that this Code of Conduct

does not replace the duties and responsibilities of members under the Co-operatives Act 1996.

Any breach of this Code of Conduct is a serious breach of membership and/or employment commitments and should be addressed by the Dispute Resolution process outlined in the Grievance Policy (unless otherwise stated).

## **TERMS AND DEFINITIONS**

- Member - refers to a member of the Co-operative as defined in the Rules of Operation (Constitution) of The Food Co-op Shop
- Co-op rules - refers to the Rules of Operation (Constitution) of The Food Co-op Shop
- Co-op - refers to The Food Co-op Shop, 3 Kingsley Street, Acton, 2612, ACT
- Co-manager - refers to the management or office staff
- Board - refers to the Board of The Food Co-op Shop as set out in the Co-op Rules

## **A. AS A CO-OP MEMBER, SUPPLIER, CONTRACTOR OR EMPLOYEE, I COMMIT TO DO THE FOLLOWING:**

- act honestly and in the best interests of the Co-op,
- avoid any actions or behaviour that bring disrepute to the Co-op, including online and on social media,
- communicate respectfully,
- seek to understand each viewpoint and use the Dispute Resolution procedures in the Co-op Rules if a dispute occurs, ensuring that the dispute does not affect other members or interrupt usual Co-op business,
- be aware of, and follow, workplace health and safety policies and practices
- not act in a manner which is discriminatory or disruptive,
- respect people's working hours and, except in absolute emergencies, contact directors or other members only during business hours:
  - Board inquiries: [board@cbrfoodcoop.org.au](mailto:board@cbrfoodcoop.org.au)
  - Co-managers general email: [info@cbrfoodcoop.org.au](mailto:info@cbrfoodcoop.org.au)
  - The Co-op can be contacted when open on (02) 6230 7505
- maintain confidentiality and respect the privacy and integrity of all Co-op members,
- follow Co-op policies to ensure the Co-op is operating legally,
- declare any conflicts of interest,
- in the course of my involvement at the Co-op, keep any sensitive data or information I have access to private and confidential,
- not to use my position as a member/employee/director of the Co-op, or use any information acquired in the course of my involvement with the Co-op, for personal gain,
- undertake training for those tasks which require it,
- act and work in a safe and responsible manner in accordance with Co-op policy and relevant legislation,
- speak out about any concerns which might affect my own, or other people's, safety, work relationships or performance,
- use all equipment safely in the way it was intended,

## **B. ADDITIONALLY, AS A CO-MANAGER, I COMMIT TO DO THE FOLLOWING:**

- offer volunteers opportunities to participate in activities appropriate to their skills, capacities, and aspirations,
- provide non-management staff and volunteers with clear orientation and the necessary training for their work with the Co-op,
- implement procedures in accordance with the relevant legislation and policies to ensure a safe workplace, legal compliance and wellbeing,
- report concerns to the Board as appropriate.

Non-management staff and volunteers must be provided with:

- information on policies and procedures of the Food Co-op Shop,
- orientation, training and education as necessary,
- sufficient insurance cover,
- appropriate occupational health and safety protection,
- access to the Grievance Policy
- a healthy and safe work environment,
- appropriate work area and equipment.

Staff and volunteers have the right to be provided with, if requested:

- suitable assignments,
- information about communication lines within the Food Co-op Shop,
- support, feedback and review.

Note: This section only applies to Co-managers.

## **C. ADDITIONALLY, AS A VOLUNTEER OR NON-MANAGEMENT STAFF MEMBER, I COMMIT TO DO THE FOLLOWING:**

- seek volunteering opportunities appropriate to my skills, interests and aspirations and ensure I have capacity for these tasks *before* I volunteer (i.e. I do not sign up to tasks I know I do not have time for),
- inform relevant members immediately if unable to undertake activities previously agreed to,
- recognise that the time of other staff members and volunteers is valuable and respecting this,
- use appropriate information and communications channels within the Food Co-op Shop when requiring information, support, back-up, supervision or review,
- be aware of the limits on my role within the Food Co-op Shop.

Note: This section only applies to non-management staff (i.e. cooks) and volunteers.

## **D. ADDITIONALLY, AS A BOARD MEMBER, I COMMIT TO DO THE FOLLOWING:**

- keep Board matters confidential to Directors until officially communicated to members,
- implement and officially support Board decisions, irrespective of how I personally voted,
- declare any potential or real conflicts of interest before any related discussion begins,
- "stand aside" from any discussion on any subject where I have a conflict of interest, unless the Board decides that I can be present for the discussion and/or take part in a decision,

- treat all ideas with respect, acknowledging that each person possesses individual skills, knowledge and responsibilities,
- consider all proposals and requests,
- respect the freedom of others to speak, disagree or remain silent,
- act with integrity at all times, be honest, open and constructive,
- be aware of legal requirements, and comply with all applicable legislation. This includes, but is not limited to, co-operative, corporations, tenancies, privacy, confidentiality, workplace health and safety, child protection, discrimination and employment law,
- take full responsibility for any communications or information that falls within the scope of my role and circulate this to relevant parties in a reasonable timeframe or immediately if urgent,
- inform other directors if I wish to cease being a Director in writing, stating reasons for leaving at least one month in advance or as early as possible.

A breach of any part of this Code may result in procedures being put in motion that may result in a Director being asked to resign in accordance with the Co-op Rules.

Note: This section only applies to Board members. .

## E. ZERO TOLERANCE POLICIES

I understand that the Co-op has a zero tolerance policy for the following:

- sexual assault,
- discrimination of any kind,
- violent, threatening, harassing and/or aggressive behaviour (including language)
- theft,
- fraud,
- breaches of ACT and federal law,
- stalking or other invasions of personal privacy,
- disrespect of others, their space and/or property,
- mistreatment of customers.

Violation of our zero tolerance policy will result in action as determined by the Board in line with the Grievance Policy. This may include immediate termination of employment, membership or other relationship with the Co-op.

## DECLARATION

I ....., have read and agree to abide by the Food Co-operative Shop Code of Conduct.

Signature: ..... Date: .....