

Co-operative Assistance Network Limited (CAN)

Code of Conduct

Use of this Document

This document is intended as a description out how CAN workers are expected to behave and how clients and purchasers can expect CAN to behave as a legal entity.

Guide for workers

This document is intended to be used as guidance to all employees, associates, and sub-contractors of the Co-operative Assistance Network Limited (CAN) to use when working with customers and clients. Conformance with this Code is directly a part of a worker's Contract of Employment, Agreement of Association or Sub-contracting Arrangement.

Guide for clients

This document provides information for all individuals and organisations with whom we work collaboratively on projects, about the professional standards which CAN expects to be applied to these projects by their workers and as a legal entity.

We expect others working on collaborative projects with CAN to operate a similar code, and in the absence of any information to the contrary, we will operate on the assumption that this particular code of conduct is acceptable to all collaborators.

Guide for purchasers

This document is intended to inform all purchasers of CAN's products and services of the Code of Conduct which they can expect to be applied to the work they have purchased. If they have any reason to believe that the actual performance falls short of any of these standards, then CAN would appreciate immediate communication of their concerns addressed to our Quality Assurance Team leader, Austen Cordasco: austen@assist.coop.

Our prices and terms of trade, including our First Consultation Free scheme, are [here](#).

General Statements

CAN undertakes to provide services with the highest level of competence, diligence, care and honesty and employing all available skill and knowledge.

CAN recognises the importance of good communication and ensuring that objectives are clear and fully shared between client and provider.

CAN recognises the importance of maintaining good communication with clients at all times. Clients are entitled to be informed of progress and to be made aware of any problems or need to make changes in a project. The advice of the client will be valued.

CAN recognises a responsibility to establish and maintain satisfactory channels of communication.

CAN is a Workers' Co-operative and operates according to the [seven co-operative principles](#) that guide all Co-operative organisations.

CAN provides clients with a written proposal which, upon acceptance forms a contract. A proposal will contain information on:

- a: the scope of the project
- b: the objectives to be achieved
- c: operating disciplines
- d: methodology
- e: time scale
- f: method of progress reporting
- g: the basis for the calculation of fees, arrangements for the making of progress payments, what disbursements are to be made, the arrangement for the calculation and payment of any expenses or sub-contract fees.

It is important that both sides of a contract are clear as to the function of the contract, the duties of both sides and the means of satisfactory completion. The purchaser and CAN are expected to raise questions as soon as possible, if there is anything with which they disagree or for which they want clarification.

CAN will only contract to do work which it is competent and qualified to carry out. If that competence becomes impaired in any way the client will be informed in order that the contract may be reviewed. In situations where there may be others able to provide a particular service to a higher level of competence CAN owes clients and prospective clients a duty of care to recommend alternative providers.

CAN operates a Quality Assurance system which helps ensure that the services which it delivers are of the highest possible quality. Where there is indication of a shortfall in achieving these standards CAN will take remedial action at its own expense. All efforts will be made to carry out contracts to specification and to achieve objectives, targets and indicators agreed and to do so according to time schedules laid down.

CAN will normally carry out all work on a given project using its own personnel. In some circumstance it may be appropriate to sub-contract part of the work. In such circumstances the client will always be informed. CAN remains responsible for the whole of the project and will ensure that they operate the same code of conduct.

CAN is an independent organisation and its work, reports and recommendations will be impartial, influenced only by relevant facts and opinions, in line with Principle 4 of the Co-operative Principles, "Autonomy and Independence".

CAN will conduct its work in a way that gives full weight to consideration of its social and environmental impact in line with Principle 7 of the Co-operative Principles, "Concern for the Community".

Mission Statement and Policy Framework

CAN's [Mission](#) is "To assist in the development of co-operatives and social enterprises and to be a good example of a socially responsible workers' co-operative".

CAN operates within a framework of policies some of which form an integral part of this Code of Conduct. These can be downloaded from our website and include:

[Access Policy](#)

[Anti-Bribery and Corruption Policy](#)

[Confidentiality Policy](#)

[Customer Care Policy](#)

[Customer Complaints Policy and Procedure](#)

[Data Protection Policy](#) (including GDPR compliance)

[Environmental Policy and Strategy](#)

[Equal Opportunities](#)

[Internal Code of Behaviour Policy](#)

[Open Source Policy](#)

[Quality Assurance in Training and Delivery](#)

[Safe Remote Working Policy](#)

[Safe Travelling Policy](#)

[Stress Management Policy](#)

[Trading in Local Currency Policy](#)

[Vulnerable Adults Protection Policy](#)

[Whistle-blowing Policy](#)

[Work-Life Balance Policy](#)

Responsible Department: Human Resources Development

Implementation Date: 04 December 2020

Review period: 3 years

Next review due: 04 December 2023

Agreed at Directors Meeting of 31 August 2020

Passed at Members Meeting of 04 December 2020