

Co-operative Assistance Network Limited

Internal Code of Behaviour Policy

1. General Principles

- CAN recognises that every worker is entitled to work in a psychological environment that is positive and supportive.
- Just as every worker is entitled to work in an environment that does not occasion them physical harm or risk, or to racial abuse or sexual harassment it is important that they should not be exposed to psychological damage occasioned by bullying, undermining, exclusion, belittling or any similar threat.
- Just as CAN recognises that it is not adequate to take a reactive approach to Equal Opportunity issues, or to Health and Safety Issues but it is important to pro-actively engage with these issues, actively implement improvement policies and monitor their implementation, CAN recognises that it should actively engage with the issue of developing a psychologically healthy environment for all its workers.
- CAN recognises that it may never succeed in creating an environment in which there is no stress and no conflict, but this does not reduce the responsibility of the co-operative and all its members to strive to create a happy, relaxed, friendly, supportive and positive working environment in which people engage with each other in trust and amity.
- It is not adequate to wait until issues are raised by people who are suffering psychological threat and then deal with it through discipline and grievance procedure.

2. Actions

The Co-operative therefore will:

- Ensure that workers have clear working roles and responsibilities
- Protect workers from unwarranted pressure, bullying or other psychological threat from individuals and organisations outside CAN
- Protect workers from similar threats from individuals within CAN

It calls upon all workers, sub contractors and associates to actively implement and support the development of a genuinely co-

operative working environment through observance of the following guidelines:

- Treat each other with respect
- Give respect to each other in the presence of customers, clients, or office visitors and refrain from any comments or behaviour which might be found humiliating
- Treat the office environments with respect and take a fair share of the work involved in keeping it tidy, safe, comfortable and welcoming
- Pro-actively offer encouragement and/or assistance if there is reason to suspect that it is needed
- Address each other politely and gently without the use of raised voice, foul language, sarcasm or personal denigration
- Ask permission before distracting others from their activity
- Refrain from passing negative comments about others in their absence
- Utilise positive feedback technique (see attached guidance) when addressing any aspect of a colleague's contribution to the co-operative or its work.
- Utilise principled negotiation techniques (see attached guidance) in negotiation over work-related issues
- Consult another colleague to reality check before reacting to a perceived threat from a colleague whenever possible. Where there is a danger of misunderstanding seek help in facilitating the conversation.
- Draw attention of colleagues to any practice that could be harmful to other workers

3. Implementation Strategy

- The actions within this policy should be implemented by all CAN workers forthwith.
- Through Support Services, the policy and the implementation of the policy shall be reviewed every six months in a workshop to review the policy, review its implementation, educate and assist workers in its implementation.
- Through Support Services feedback and guidance will be supplied to individuals to assist them to implement the policy as it is developed.

4. Discipline and Grievance implications

Failure to implement the policy shall be dealt with through the disciplinary procedure.

- Small breaches may be dealt with informally
- Significant instances may result in a verbal warning
- Repeated breaches may result in a written warning
- Further breaches after a written warning may result in dismissal.

Responsible Department: Human Resources

Implementation Date: 24 May 2004

Review period: 5 years

Next review due: 24 October 2022

Agreed at Directors Meeting of [unknown]

Passed at Members Meeting of 24 May 2004