

The Brattleboro Food Co-op is dedicated to fostering a positive, respectful, and supportive environment for everyone. This Code of Conduct outlines the expectations for behavior to ensure that all interactions at the Co-op reflect our core values of kindness, cooperation, and community.

Code of Conduct: Expectations for All Guests

Everyone at the Brattleboro Food Co-op is expected to contribute to a safe, respectful, and welcoming environment. These expectations apply to behavior in-store, during off-site Co-op activities or events, and when representing the Co-op in the broader community.

- **Treat others with respect and dignity**
Be courteous, kind, and considerate to staff, customers, shareholders, and other guests. Discrimination, harassment, or inappropriate behavior of any kind will not be tolerated.
- **Uphold the Co-op's core values**
Kindness, cooperation, and community are the foundation of our cooperative. All guests are expected to embody these values in all interactions, both within the Co-op and in community settings.
- **Follow Co-op policies and procedures**
Abide by the Co-op's rules and guidelines, including those related to health and safety, product usage, and operations.
- **Be mindful of Co-op resources:** Use Co-op resources responsibly and sustainably, avoiding misuse or waste of products, equipment, or facilities.
- **Promote a safe and welcoming environment**
Refrain from behaviors that could harm or disrupt others—including physical violence, verbal abuse, invasive behavior, or other actions that compromise the physical or emotional safety of anyone at the Co-op.
- **Engage in constructive communication:** Address conflicts, concerns, and feedback respectfully and with a solution-oriented mindset. Communicate openly, honestly, and with consideration for others.

Serious Misconduct

Individuals who engage in serious misconduct may face consequences, including—but not limited to—disqualification from volunteer opportunities, issuance of a no-trespass order, potential removal from Co-op shareholding, and exclusion from participation in Co-op activities.

Serious Misconduct Includes, But Is Not Limited to:

- Discrimination, harassment, bullying, or any form of hate-based behavior, whether it be physical, verbal, or of any nature.
- Invasive, inappropriate, or threatening personal behavior directed towards staff or other visitors.
- Acts or threats of violence (physical, verbal, written, or otherwise) towards staff or other guests.
- Theft or unauthorized use of Co-op products, equipment, funds, or volunteer time.
- Refusal to follow reasonable policies, procedures, or direction from Co-op staff or leadership.
- Intoxication or substance use while on Co-op premises.
- Destruction or misuse of Co-op property or resources.
- Unauthorized sharing of confidential Co-op information.

Reconsideration Process

In some cases, individuals excluded due to serious misconduct may request reconsideration of their status.

1. **Formal Request:** A written request may be submitted to the Co-op leadership team no sooner than one year after the date of the incident by the individual.
2. **Case-by-Case Review:** The leadership team will review requests based on the individual's conduct, the severity of the offense, and any evidence of rehabilitation or behavioral change.
3. **Notification:** Individuals will be notified of the leadership team's decision in writing. If denied, the individual will receive a brief explanation of the decision.

Conclusion

The Brattleboro Food Co-op is committed to maintaining a positive, safe, and inclusive environment for everyone. By adhering to this Code of Conduct, we collectively ensure the Co-op remains a space of respect, cooperation, and support. As outlined in Ends Policy I, the Co-op strives to create “*an open, inclusive, and welcoming marketplace.*”

Together, we help the Co-op thrive as a community-centered space where everyone feels valued.

This policy will be clearly communicated in volunteer program materials and Co-op communications. It will also be available upon request.