

«Labdoo - Code of Conduct» (Example to build on)

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I. Purpose of this document

The purpose of this document is to create a set of rules for Labdoo representatives and volunteers, which protects the organization and informs over Labdoo expectations. It shall also serve to support Labdoo representatives and volunteers in demanding or difficult conversation and provide guidelines for all difficult situations.

The aim is to keep the set of rules short and to provide a simple basis of what Labdoo expects from all engaged.

Furthermore, it shall also show the internal process when customer or Labdoo representatives /volunteers fail to observe the relevant instructions.

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1 Code of Conduct

1.1 Basic Respect

Especially respect following:

- The high status of religion and family
- The pride of a freedom-loving and tradition-conscious population
- The vulnerability and experience made in the past years

1.2 Avoid in general

Try to avoid following:

- Condescending and discriminating remarks
- Undisciplined and improper behavior
- Insinuating or obscene statements or gestures

1.3 Careful conversation

During a conversation, be careful of following:

- The address of a person (courtesy form versus informal form)
- A polite and cooperative handling style
- The formulation of your instructions
- Always treat your counterpart in a way, as you would want to be treated yourself

1.4 Conducting your task

While conducting your task be focused on following:

- Be clear and understandable in your instructions
- Be binding and patient while explaining your actions
- Be correct and modest while enforcing your measures
- Have a binding handling style and be exact and fair while conducting your tasks

2 Non-observance

2.1 Terminology

Non-observance

- Failing to observe relevant Labdoo instructions
- Causing discomfort
- Jeopardising Labdoo activities by disruptive behavior

2.2 Classification

Main categories (internal and external)

- Those who behave abusively in general
- Those who refuse to follow Labdoo rules
- Those who repeatedly disregard Labdoo instructions

2.3 Three Level Handling

All observation, actions or decisions taken are to be reported to Jordi Ros-Giralt.

Level 1

- Customer (or Labdoo representative) receives a verbal or written warning on account of disturbing behavior. The relevant person stops disturbance – no other action is needed. (The formulation of such a warning can be worked out separately).

Lever 2

- Customer (or Labdoo representative) receives a verbal or written warning on account of Labdoo image damaging activities. The relevant person stops – no other action is needed. (The formulation of such a warning can be worked out separately).

Level 3

- Customer (or Labdoo representative) continues to conduct image damaging activities. The relevant person shall be informed of the discontinuation of any further collaboration.