



New Galloway Community Enterprises

Code of Conduct

Introduction

New Galloway Community Enterprises Ltd is a Community Benefit Society owned by the community for the benefit of the community. Its two strands of operation – New Galloway Community Shop and the Community Engagement Worker – work in tandem to support the economic and social wellbeing of New Galloway.

In order to realise these benefits, the staff, volunteers and casual workers who work for New Galloway Community Enterprises, whether in the shop or in a community support role, must work together to create a friendly, inclusive and safe environment where all residents of the village and visitors feel welcomed and valued.

Note that this Code of Conduct *replaces* the previous Customer Service Policy, since it incorporates and expands on those principles.

Shop Workers

The General Retail Manager, shop assistants, casual shop assistants, any volunteers and work experience students must at all times be:

- Courteous and welcoming to customers.
- Cheerful and positive in demeanour.
- Available to give help with purchases, and offer help if obviously required.
- Interested in their news without being nosy.
- Available to discuss upcoming community events, of all types.
- Open to constructive feedback without getting defensive.
- Completely trustworthy with news and personal details.
- As efficient as possible in dealing with customers if a queue is building.

They must never:

- Work on email, phone or till system when a customer is in the shop without giving a polite explanation as to why and finishing as soon as possible.
- Talk about customers with other customers
- Pass negative or disparaging comment on a purchase.

Changes to routine

If any shop worker or volunteer notices that a regular customer's routine has changed without explanation, particularly if that person could be viewed as vulnerable at present times, then they must flag this to the Community Engagement Worker as soon as possible. The CEW will make informal and formal enquiries into the situation and alert other services as necessary.

Community Engagement Worker

The Community Engagement Worker holds a position of responsibility within the community. They must therefore:

- Maintain a professional and courteous manner to all New Galloway residents, even outside of work hours.
- Be approachable and available within work hours.
- Work in a way that complies fully with current Data Protection requirements, and employ the highest standards in maintaining data protection.
- Maintain total confidentiality with regard to sensitive personal information that they receive, unless there is a requirement to inform professional services about the safety or wellbeing of a client.
- Keep necessary records in order to ensure that the social and economic wellbeing of the community is maximised.

They must never:

- Pass on gossip or information received in the course of their work to individuals outside necessary professional bodies.
- Behave in a way which might bring their post or NGCE into disrepute.
- Discuss individual cases with professional services without the agreement or acknowledgement of the client unless the safety of a person requires it.

Safeguarding

Shop workers, the Community Engagement Worker and all volunteers or work placements must familiarise themselves with the NGCE Safeguarding Procedure in order to keep themselves and the people they interact with safe. The procedures laid out in that document must be complied with at all times. Failure to do so may be treated as gross misconduct by the Board of NGCE.

Board communications.

- The General Retail Manager and the Community Engagement Worker must furnish the Board of NGCE or the relevant sub-committee with all information necessary for them to fulfil their role of strategic oversight and safeguarding assurance.
- They must consult the Board before making decisions that could affect the strategic direction of the Society, involve it in controversy or adversely impact its reputation.

NGCE Ltd, April 2018