



# Hope Hub Code of Conduct

## Code of Conduct

*Hope Hub Free Store serves our community by freely giving and redistributing donated surplus food enveloped in a Christian Kaupapa of love, hope and peace.*

*We ask our volunteers to conduct themselves accordingly. Below is our Code of Conduct:*

### *Attendance and Reliability:*

Although this is not a paid position, we are all part of a team, so please come on the day and time you have committed to. Please advise your supervisor if you need to change or cannot attend so we can find a replacement.

### *Health and Safety:*

Please ensure you correctly wash your hands before starting your shift with Hope Hub Free Store. Wear gloves, tie long hair back and wear an apron when directly handling any food items. Place in rubbish at the end of your shift.

### *Respectfulness:*

We are all unique and different human beings with flaws and imperfections. Let's treat each other as you would want to be treated yourself.

### *Cellphones:*

We respectfully ask you to put your cellphone away while you do your shift. The main reason is cellphone surfaces carry 18x more germs than general surfaces, so touching them means you need to wash your hands and put new gloves on. We appreciate you may have an emergency call you need to answer.

### *Confidentiality:*

We also respectfully ask that conversations had with customers and team members are not discussed outside the Hope Hub walls. We want our space to be a place of safety and trust.

### *Being part of a team:*

As Christians our church believes its' members are part of a body. All having different parts to play, but also working together. As part of a team, we all have our role to play individually and collaboratively. Please respect and be accommodating to other team members. Let management know if you think someone needs support.

### *Appreciation and encouragement:*

Firstly, we at Hope Hub appreciate you answering the call to serve our community. Secondly, If you notice other team members doing a great job, please encourage them and let the supervisor know so we can acknowledge them.