



The Melting Pot

Code of Conduct Policy

For all users of The Melting Pot

The Melting Pot's CEO and Board of Directors have read this Code of Conduct and give it their full support.

(January 2018)



The Melting Pot Code of Conduct Policy

Purpose

The primary aim of The Melting Pot (**TMP**) is to build and foster a strong, resilient, enterprising community, where people can thrive and social innovation can be supported to flourish. However, one should keep in mind it is first and foremost a workplace and public venue where an expected standard of behaviour applies. If users fail to meet these standards they may lose the right to come to or work in our spaces.

We aim to create an inclusive space for all of our clients (community Members and visiting delegates). As such, we are committed to providing a friendly, safe, positive and welcoming environment for all, free from all forms of discrimination, harassment and bullying and regardless of race, gender identity and expression, sexual orientation, disability, ethnicity, socioeconomic status, religious beliefs or physical appearance.

This code of conduct outlines our expectations for everyone who uses the space, whether as a Member, casual coworker, drop-in visitor, guest, venue hire client or event delegate.

The code of conduct applies not only in our space, but also our online networks, at all related events, and in one-on-one communications carried out in the context of community business. It also states the consequences of violating these expectations.

We invite TMP's Members, clients, supporters, and visitors to help us create a safer space and positive experiences for everyone.

Expected behaviour

INTERACTION WITH OTHERS

- Respect the people around you and embrace differences.
- Be kind. Give and receive. Ask for help and lend an idea to those in need. The more insights, ideas and thoughts the merrier.
- Exercise consideration and respect in your speech and actions.
- In shared spaces conflict is sometimes inevitable; attempt to address and resolve with negotiation and collaboration (if you feel safe enough to do so).
- Refrain from demeaning, discriminatory, or harassing behaviour, actions and speech.
 - Harassment includes but is not limited to: offensive or prejudicial verbal or written comments related to gender identity or expression, sexual



orientation, disability, ethnicity, socioeconomic status, religious beliefs, physical appearance; inappropriate use of nudity or sexual images in public spaces; deliberate intimidation, stalking or following; non-consensual photography or recording; sustained disruption of work or other events, inappropriate physical contact, and unwelcome sexual attention.

▪ *For further reading on what may constitute harassment please see 'Useful Resources' at the end of this document*

- Be aware that the impact of your words can override intention.
- Act in good faith.
- Be who you are and allow others to be themselves (and if you do feel uncomfortable about someone's behaviour in the space, let us know how we can help).

USING THE SPACE

Keep it clean!

- Keeping the space clean and tidy is our collective responsibility.
- Do your own dishes (there is no washing up fairy!). And if you feel like offering some kindness, do someone else's for them whilst you're there.
- Clean up after yourself.
- Keep your desk area tidy and clear of rubbish.
- Be aware of and limit the spread of your stuff on your desk area: clothing, bags, IT kit, papers, food etc.
- Report to a TMP Host (or other staff member) if you notice any spillage, mess or breakages that need to be dealt with.

Keep it quiet!

- Recognise the needs of others and try to keep noise to an acceptable level – whether it's on the phone, talking to someone in person or sound played through your headphones or electronic device.
- If you need to be a bit louder head to one of our breakout spaces (booths, sofas, the Pod) or ask a Host if one of our meeting rooms are free for a few minutes.
- If a coworker's noise level is disturbing you, try and speak directly to them about it first (people are generally friendly and receptive!). If you are uncomfortable doing so or if it has been ineffective, speak to a Host who will raise the matter with the person.

Keep it safe!

- TMP is **not** insured for your belongings whilst they are in the space.



The Melting Pot

- We therefore strongly recommend you take out your own insurance to protect your valuable items.
- Our Hosts are always here during opening hours but cannot guarantee that they will be able to keep an eye on things for you if you leave them out on your desk. If you need to step out for some time, please feel free to leave your belongings with the Host behind reception where we can keep them safe for you.
- We are our own Neighbourhood Watch – if you see something suspicious or notice items going missing, please let a Host or member of staff know.
- Let us know immediately if your front door access key fob is lost or stolen so that we may cancel and replace it.

Keep it healthy!

- Don't bring your germs to the space! If you are unwell then stay home and get better. This is in your best interests as well as acting respectfully to others and their health.
- Wash your hands regularly throughout the day. If it's good enough for the NHS, it's good enough for us.
- Wash all dishes (especially mugs) thoroughly and with hot water and detergent – this will also help stop the spread of germs.
 - NB We regularly place all mugs through our industrial dishwasher to avoid the spread of germs, but on a busy day one mug can be used, washed and used again up to 3 or 4 times.

Reporting concerns

If you are subject to or witness any harassment, dangerous, offensive or unacceptable behaviour, or have any other concerns, please contact a member of the staff immediately, even if it seems inconsequential.

This can be done by speaking to our Hosts or Operations Manager in person, over the phone on 0131 243 2626 or by email at enquiries@themeltingpotedinburgh.org.uk or community@themeltingpotedinburgh.org.uk respectively.

If you don't feel comfortable speaking to any member of staff you may also contact our Board at Chair@themeltingpotedinburgh.org.uk.

All reported concerns will be dealt with as per our *Code of Conduct Procedure*.



Should it be necessary, TMP staff will be happy to help anyone contact local law enforcement or otherwise assist those experiencing harassment to feel safe. We value your happy and contented presence.

Consequences of non-compliance

TMP has a zero tolerance policy to harassing or unacceptable behaviour as outlined above. Anyone asked to cease such behaviour is expected to comply immediately.

Failure to comply with this code of conduct and any associated requests may result in probation or expulsion from our space.

We expect everyone working at or visiting TMP to behave in accordance with this code of conduct.

Useful resources

This is a small selection of useful sites and organisations which may be able to assist if you are dealing with any of the matters raised in this document. Note: The Melting Pot is not associated with and does not explicitly endorse any of these sites / organisations, they are merely a signpost for options which may be able to assist you.

For further reading on behaviours and comments which may or may not constitute harassment:

- **Citizens Advice:** <https://www.citizensadvice.org.uk/work/discrimination-at-work/>
- **ACAS:** <http://www.acas.org.uk/>

For support if you may be experiencing harassment, bullying or discrimination:

- **Equality Advisory Service:** <http://www.equalityadvisoryservice.com/>
- **Bullying UK:** <https://www.bullying.co.uk/bullying-at-work/>
- **LGBT Health:** <http://www.lgbthealth.org.uk/helpline/>

For locating local mediators to assist in conflict resolution:

- **Scottish Mediation:** <https://www.scottishmediation.org.uk/>

License

This code of conduct has been derived from the Berlin Code of Conduct that is published under the Creative Commons share-alike-by license. The text of this document can be republished (with or without modifications) under the same conditions.