



Code of Conduct

1. Abide by the laws of England and Wales, and the Regulations, Policies, Procedures, and Standards of Filling Good.
2. Show courtesy, respect, and dignity to everyone.
3. No shaming or blaming of anyone's lifestyles. It is better for a million people to do zero-waste imperfectly than for a couple of people to do it perfectly.
4. Our actions are in accordance with our purpose to have the least possible impact on our environment.
5. Our decisions are evidence-based - we research rather than feel.
6. Promote a collaborative and enjoyable working environment.
 - a. Respect the shift task list and share the workload equally.
 - b. Communicate accurately and appropriately, respond to requests in a timely manner.
 - c. Always treat a customer as a priority.
 - d. No one - customer, volunteer, staff, suppliers, or others - should leave the shop with a bad feeling.

7. Promote equal opportunity regardless of background, gender, ethnicity, age, sexual orientation, political, or religious beliefs.
8. Prevent and exclude harassment and bullying.
9. Respect everyone's privacy and confidentiality.
10. Avoid potential and actual conflicts of interest.
11. Prevent mismanagement of resources, corruption, and bribery.
12. Report all concerns and grievances to the board of directors.
13. Resolve any conflicts fairly and objectively