



Code of Conduct

Effective Date: July 25, 2019

312 Main is a centre for social and economic innovation and inclusion. It brings together mission-driven entrepreneurs, technological innovators, artists, non-profit organizations, and local residents to foster economic development, social innovation, job creation, cultural creativity and economic inclusion.

Values

- Innovation and Entrepreneurship
- Co-operative Principles
- Social Justice and Economic Inclusion
- Arts and Culture
- Reconciliation

Definitions

The code of conduct sets out guidelines for everyone in the space, including (but not limited to):

- 312 Main Staff/Contractor - Vancity Community Foundation staff and contractors who work on the 312 Main project.
- Member Organization - Tenants and licensees with a current lease or license agreement.
- Member - Individuals within a Member Organization or individual members licensing a coworking desk or office who have a FOB.
- Guest - Community members and/or individuals invited to work at or visit 312 Main by a Member Organization, Member, or 312 Main staff member.

Community Commitment

Together, our shared responsibility is to maintain a safe and welcoming environment built upon respect for multiple identities and experiences. Members and guests can work productively and collaboratively to achieve their goals and desired outcomes within this space.

Individuals are accepted inclusive of race, colour, ancestry, place of origin, religion, marital status, family status, and physical or cognitive abilities. We are mindful in creating an inclusive space for people experiencing barriers due to mental health, sexual orientation, gender identity or expression, body size or abilities, social condition, addiction, and age. Access to 312 Main can be restricted as a result of individuals perpetrating acts of discrimination or harassment.

To support a culture of inclusion and equity, innovation and entrepreneurship, we aim to offer ongoing opportunities to participate in workshops that address anti-racism, decolonization and anti-bias training alongside innovation and entrepreneurship sessions.

General Guidelines

- Behaviour and communication reflects the shared need for a productive, friendly, and respectful workspace.
- Members and guests are welcomed and valued.
- Language that is racist, sexist, homophobic, xenophobic, classist, transphobic, cissexist or ableist is not permitted.
- Members and guests are expected to clean up after themselves and stick to their booked meeting room times in order to increase the enjoyment and use of all shared spaces.
- Members and guests are expected to respect the privacy of others in the building (i.e share the lessons but not the details).
- Members are responsible for their guests while in the building and need to be present with their guests.
- Guests may use the ground floor space unsupervised for a reasonable time before leaving the building – please have them check in with security/concierge.
- There is no smoking or vaping permitted in the building.
- Members and guests must first gain permission from all individuals before filming, photographing or voice recording them.
- Bicycles are to be stored in permitted areas only.
- Registered service animals may enter all areas of the building that a member or guest may enter. For domesticated pets, please see Pet Policy on the Member Resource Page (Members, please share policy with guests).

Disruptive Behaviour

This building shall provide a positive, inclusive and safe environment for all members and their guests. Disruptive behaviour, harassment, and discrimination will not be tolerated. Disruptive behaviour is conduct that prevents members and guests from working in and enjoying the space in a safe and productive manner.

All efforts will be made by 312 Main staff and security to de-escalate any conflict or disruptions and to mediate any conflict between members/guests before any disciplinary action is considered.

The following behaviours will not be tolerated and will result in a period of suspension or the noted course of action. This list offers guidelines only and individual circumstances will vary and will be addressed as they arise:

- **General disruption**
Persistent yelling, noise-making, loud music-playing; occupying other people's space; consuming alcohol outside of a 312 Main authorized event; intoxication from drugs or alcohol resulting in an inability to respond in a clear and comprehensive way; unauthorized solicitation.

 - All efforts will be made to give an individual a verbal warning before asked to leave the building.
 - In the event of excessive intoxication, efforts will be made to alert the associated member organization (if applicable) to first manage the situation and ensure the individual receives any necessary support that considers their health and safety.
 - Period of suspension: 1 day

- **Verbal or physical harassment**
Stalking; harassing communication or photography/recording; intentional disruption of events and meetings; aggressive or derogatory comments.

 - Period of suspension: 2 weeks to 3 months

- **Sexual harassment**
Any unwanted physical or sexual attention or invitations to socialize; unwanted physical contact; derogatory or degrading remarks, jokes or innuendos; displaying, or emailing, sexually offensive or derogatory pictures, cartoons, or other material; unwelcome questions or sharing of information regarding a person's sexuality, body, sexual activity or sexual orientation; leering, staring or making sexual or obscene gestures.

 - Period of suspension: 1 month to 1 year

- **Theft**
Stealing personal property.

 - Security cameras are in place to support
 - Personal property must be returned or properly compensated.
 - Period of suspension: 2 weeks to 1 month

- **Willful damage to property**
Damaging any part of the building, inside or out, including furniture, equipment, or other people's belongings.

 - Cost of damages to be recovered from the member organization.
 - Period of suspension: 2 weeks to 2 months

- **Physical assault or abuse**
Any verbal, physical, or electronic communication that threatens violent action; intentional use of physical force.

 - Period of suspension: 3 months to permanent

- **Sexual assault or abuse**

Any form of sexual abuse or violence that includes threatening action or intentional force.

- Period of suspension: Permanent

Notes:

- Suspensions may be modified depending on specific circumstances or incident and may increase in duration with repeat incidents.
- Disruptive behaviours not listed here will be held in consideration at the discretion of 312 Main management.
- Individuals asked to leave will be escorted out of the building by 312 Main staff and/or security; refusal to leave could result in longer suspension.
- All incidents resulting in suspension are documented and stored on file for 3 years.
- We acknowledge some communities are most negatively impacted by the criminal justice system and will avoid calling police unless absolutely necessary to protect the safety and security of guests, members, staff or security.

Review and Re-entry

Any suspension longer than 1 day (or a repeated suspension) will require a meeting with the Managing Director and Security Director before re-entry is approved. An advocate from an associated member organization (if applicable) is also welcome to be present.

Disruption Reporting

To report a disruption, you are encouraged to contact 312 Main staff or security through these avenues:

- 312 Main staff at the 2nd floor Welcome Desk
- Security on the ground floor at the Cordova entrance or by telephone: 604-313-9714
- Email: info@312main.ca or security@312main.ca
- Submit a support ticket via the Member Resource Site (members.312Main.ca)

If you believe someone is in physical danger, the individual should call (or have staff or security call) 911 immediately.