

Collaborators Relations

Cherry code of conduct

Through Cherry Code of Conduct we put Cherry's values into practice. Facilitating not only its founders, but all collaborators to have a visual and clear overview on what Cherry stands for.

Cherry was born as an independent organization aiming on broadening opportunities for youngsters. We stress the word "independent" because this is what Cherry is about: having the possibility to move freely, designing and creating initiatives as we please, aiming to extend this freedom to all those involved in our organization. We set the bar high within the sector that we are active: our commitment to our purpose of existence helps us building strong connections, having reliable partners, organizers, professionals, and developing great services. Flexibility, respect for possibilities, support of collaborator's growth and constant search for new achievements is the base of our success.

So please, do read Cherry Code of Conduct and respect it with mind and spirit, bearing in mind that each of us has the responsibility to incorporate and motivate other Cherry collaborators to incorporate our principles of the Code and our values.

Should you have any question regarding your or any other collaborator's respect of the code, we encourage and invite you to communicate it with us, for this is what mutual trust in this organization is about: communication and respect for each other. We need and really appreciate to hear from you.

Who must follow our Code?

We expect that all volunteers, board members and (temporarily) hired personnel involved within Cherry to respect the Code. Infraction of it can result on the termination of collaboration or of a position for an indeterminate amount of time. Once again, if you believe that you are not able to comply with our Code, or if you see that someone else has inflicted is, please do come talk to us. It is not about gossiping about each other, but being transparent and respectful with the organization and each other.

Extreme decisions are preferably our last resource, and yes, we believe in second, thirds, and fourth chances.

I. Behavior within the organization

Before Cherry was created, some of our founders and board members have built a strong reputation for themselves. Reputation which they brought along and spread it together with Cherry's growth and its other current collaborators. We can say now that Cherry has a strong name and reliable reputation on how we operate, two aspects which we want to maintain and which are very much appreciated by our customers. The following principles can surely help maintaining this position:

1. Posture with customers

Any person making use of our services is a customer, some of you might know them mostly as participants. We expect a polite posture from your side when interacting with them, using common sense is something that we like to see. In case of struggle with certain behaviors from the customer's side, we ask you to end your interaction with the customer and come talk to us, so that we can find the most suitable solution on how to handle the situation further.

1.1 Jokes

Jokes are welcome, we also understand that our target group needs dynamisms and humor, but please, understand how far your jokes can go.

1.2 Managing emotions

We might create situations, or situations might be created by other factors which can lead to strong emotions, from your side as from the client's side. We expect you to have a minimum level of emotion management and that you do not engage in a conflict with a customer. Once again, if you feel that the situation is too much for you to handle, we ask you to share it with us, no matter if it is the customer provoking you, you are a point of reference and should not go into the client's "game".

2. Arguing with each other

Arguing can happen, though we invite you to eventually work towards a solution for keeping a tolerable and preferably a healthy working environment. Keep in mind that when you argue with a colleague, the whole team can be affected by it.

What we do not tolerate is arguing in front of customers, no matter who's fault it is, bring your discussion somewhere else.

3. Involvement with clients

“Love cannot be controlled” some sayings say. We understand that between you and clients there might be some extra sympathy, however, when you choose to collaborate with Cherry, you assume other responsibilities than when you are in the role of client yourself.

During the whole working program, involvement with customers is not tolerated. It is ok to stay with the clients, also during breaks or after working hours, but flirting, too much hugging, too much physical contact, kissing and intimacy are things which we are strict with. If you cannot control your urges because of whatever reason, then please be transparent with yourself and with us.

It can also happen that clients will approach you with other interests, we expect you to hold your professional position.

4. Absence and active participation

4.1 If you commit to be present in one of our initiatives, we expect you to be. Otherwise, please inform us the dates in which you will not be able to join. Unexpected events can happen, what we do not want to experience is that you take the responsibility of supporting the event and you are more absent than present.

4.2 Participating only during recreational times or only the beginning or the end of the initiative will not be accepted, if that is the case, we invite you to not join as a collaborator for that event and just come over as a visitor.

4.3 Active participation is very much appreciated. We have flexible programs and often unplanned meetings might happen. If you absent yourself (during breaks), please, communicate it.

5. Alcohol and drugs

Considering the fact that these substances can take up to 3 days to completely leave the organism, we do not permit abuse of it in any circumstances, and they are not permitted during working hours. We do not forbid alcohol, but we do expect that you use common sense when drinking it. Also, do not be influenced or challenged by clients to consume substances against your will.

The use of drugs instead, is strictly forbidden even after working hours. If we will see or be aware that a collaborator is making use of drugs, we will stop his collaboration immediately and he might be sent home.

6. Equal opportunities

Opportunities offered by Cherry are based on individual qualifications and merit. We do not make discrimination based on race, religion, color, nationality, gender identity, age, medical condition, mental or physical disability. Bear in mind though that some tasks, positions, courses and other opportunities might be offered first to some and then to others, this only because we might notice that some are more prepared than others. We are available for supporting each one involved to reach the same level of opportunities, even if it might require different amount of times. Each individual has personal a personal learning process and timing, our opportunities will be offered to each collaborator considering these aspects as well.

7. Take actions

We like to see actions, for everything. We do not believe in waiting and hoping for something to happen, at least not for things that we are not able to control. We appreciate seeing things happening, which does not mean that it will always turn out right, but at least you did something. Talking is nice, but actions confirm words.

As a collaborator, we expect you to be active and participative in our initiatives. Unfortunately, if you do not speak, it is also hard for us to provide you with feedback of feedforward.

Actions also give you the possibility to try our different things and see what might suit you better.

Not speaking up or being passive might lead us inviting you to join our initiatives as a customer and not as a collaborator. As previously mentioned, we work a lot based on improvisation therefore an active posture can only bring benefits to everyone.

II. Behavior outside of the organization

As we have stressed several times before in this Code, we appreciate transparency. If you decided to collaborate with us, you might have had a reason, or more. We cannot have control over how you speak of us outside the organization, but we invite you to come talk to use if something is not working for you, it can be our methods, it can be the way you feel within the organization, or for any other motives. There might be situations in which we might not realize as an organization that we are somehow failing you, so please, in order to help you feel better and consequently, us, do approach us.

III. Spending Cherry's money

We do not want to limit good initiatives or opportunities due to the lack of money. However, we do appreciate if this money is being spent wisely. When you make an expense on Cherry's behalf, be reasonable with the cost, how much is it related to the organization's interests and always support appropriated documentation such as receipts and invoices.

The same applies to our collaborator, we gladly invest on your personal and professional development, therefore we are more than glad to support you financially in courses, trainings or other events which might support your growth. Of course, each situation needs to be evaluated carefully and singularly.

IV. Conclusion

Cherry aspires on being an opportunity organization, based on flexibility and transparency. Which is why there would be many more aspects which we could mention in our Code of Conduct, but we consider the above-mentioned ones the most important for us. We trust on the common sense of our collaborators considering that they are aware of our working ways and methods. There might be confusing situations, in which you are not sure if would fit within our Code or not, if you are unsure on what action you should take, approach us. We are always available to talk and hearing from you.

Remember, just arrange it!

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