



Member Cooperation Policies

July 2011

The tenant member cooperation policies have been created to encourage cooperation among the members and to promote the smooth operation of the Plantory.

Values Statement

The members of the Plantory are committed to using fairness, transparency, respect, and flexibility to guide their work and interaction. The Plantory seeks to go beyond cooperation to a place of true collaboration and innovation in our joint pursuit of our social missions. The baseline to achieve this is to recognize that Plantory is not only a physical environment, but also a social and psychological one. Everyone needs to feel welcome, comfortable and empowered. It is our shared commitment to work towards creating this safe space wherever and however possible.

General Operating Policies

- *Good Neighborliness*

Consistent with the Values Statement noted above, all tenant members enter into a social contract at the Plantory as well as a legal contract. You are not required to make friends, meet people, or collaborate but our hope is that all of these things will happen naturally and that they are part of the reason that you are here. We hope that you will bring your positive energy and ideas to our shared environment to help us continually strengthen this community and the value of our shared space.

At minimum, you must recognize and be respectful of Plantory as a shared work space. The Plantory reserves the right to terminate the lease of any individual who is deemed to be compromising the well-being of other members or the space as a whole.

- *Common Spaces (reception, kitchens, shared work spaces, etc.)*

1. Members should leave common areas as clean as or cleaner than they found them.

2. Given the large number of people in the common space at any time, please limit interruptions and respect that other people are working in the space.

3. The kitchen areas of the center will require that all tenant members clean-up after themselves and their guests. Moreover, it is expected that all members will pitch-in to keep the space clean and orderly.

- *Meeting Rooms*

When planning and holding your meetings and events in the space, please ensure that you respect the work environment of the other members.

1. We ask that members use our dishware and cutlery for all events in order to reduce waste.
2. Members are responsible for their own set-up and clean-up of the meeting rooms.
3. In order to prevent spills, we use the 'no tables, no drinks' policy. This means that coffee cups are not permitted in the meeting rooms unless there are tables to place them on.
4. No *permanent markers* may be used at the Plantory to prevent damage to the white boards.
5. Tenant members may use the meeting room equipment at no charge. However, you are responsible for proper equipment use and you are expected to return it in working order. A procedures manual for meeting room equipment is available for easy reference.
6. Room bookings are scheduled on a first-come first-serve basis.
7. Meeting rooms are reserved by online scheduling. Please see the Plantory staff.
8. The Plantory is not responsible for items left unattended in the meeting rooms.
9. The Plantory reserves the right to assign a different meeting room to a group in order to coordinate the multiple needs of the user group and the center.
10. Members will be billed for hours of meeting room usage over their leased amount.

- *Shared Amenities*

In order to benefit from reduced costs through sharing, all permanent office and permanent desk members of the Plantory will pay a flat rate for basic shared amenities. These will include: security, cleaning, kitchen facilities, fax machine, access to the shared Internet service and other services as agreed.

- *Security*

Each tenant member is responsible for ensuring the security of their individual work space and their equipment. Members are also expected to do their best to ensure the shared security of the common spaces. Any member working in the space outside of regular office hours assumes responsibility for the security of the Plantory. We are all vulnerable to a security breach, so it is of the utmost importance that everyone strictly adheres to the security protocol. Failure to do so could result in being asked to work strictly within the regular hours of the Plantory operation. Please see the Plantory staff if you have any questions about security procedures.

- *Hours*

The Plantory is open and staffed from 9 am to 5 pm, Monday through Friday. Members working outside of these hours will be responsible for the security of the Plantory.

- *Mailing Address & Event Promotion*

As stated in your lease agreement, it is a requirement that wherever you post your address that you include the words @The Plantory. This ensures that people know where to find you, that mail can find you and that we all collectively strengthen our brand.

This is true for business cards, event promotion, sig files, brochures, and other places where your address is rendered.

Tenant members should also include their specific suite number, if possible.

- *Cleaning*

A cleaning company will provide services in the common areas. Tenant office members will need to be responsible for each of the private offices, garbage, recycling and general tidying during the times between the cleaning services.

- *Noise*

At all times, noise needs to be kept at a reasonable level. A shared environment will never be completely quiet, but all members are expected to be respectful of the needs of others. Please be conscious of those around you and their need to focus on their work. See our Noise Policy for more information.

- *Walking our Talk*

Wherever and whenever possible we will practice an environmental/fair trade/local/equity procurement policy. It is expected that all members and their guests will take all actions to ensure that we maintain our high standard of environmental sustainability,

Enclosed Offices

- *Light*

To keep a sense of openness and the light flowing into the Plantory, please consider keeping office doors open when possible. The windows on the exterior walls should be kept clear of boxes, furniture, etc. If members want to cover the windows to block sun (applicable only on east wall windows), only sheer white curtains will be permitted.

- *Floors*

The Plantory is carpeted in all the office suites. We are committed to keeping the floors in as good a shape as possible. As a result, we ask all members to ensure that there are either rubber rollers on any chairs used, or that a plastic mat is used under chairs with plastic rollers. If repairs are necessary, you will be charged from your security deposit.

- *Alterations to offices*

Any alteration whatsoever to the offices including, but not limited to, new paint colors, installation of shelving, bolting artwork to walls must be approved by Plantory and the

Landlord before initiating. The member will be responsible to return their office back to the standard upon their departure. Any costs accrued to Plantory will be deducted from the security deposit.

- *Bikes*

Bikes are not allowed in the offices. Bike storage may be provided outside.

- *Conflict Resolution Process*

1. If a member has a problem with the actions or behaviors of another member, she or he must first try to resolve the problem directly with that person or group.

2. If the problem persists, the member will be asked to put the complaint in writing and address the note to a member of the Plantory staff team. Plantory staff will review the complaint, speak with both parties, and propose a solution.

3. If the problem persists, or if either party is dissatisfied with the proposed solution, the issue is elevated to the Kentucky Conference for Community and Justice (KCCJ) Board of Directors. The KCCJ Board has final say and will offer a solution. This solution must be followed; if the problem persists, KCCJ d/b/a The Plantory may choose to terminate the lease of either party based on its best judgment.

The Plantory is committed to ensuring fairness, transparency, accessibility, and accountability in the conflict resolution process. We have not yet had an issue that we could not resolve. Our hope is that all tenant members will show flexibility, compromise, and respect, and that we can work collaboratively to address any concerns.