



**The
Kollektiv^{TK}**

TK Member Agreement

Vision, Values, Etiquettes
and Guidelines

V11



TK Member Vision

We, the members of TK,
seek to encourage and inspire
effective communication and
collaboration in a positive and
welcoming environment.



TK Member Values



Generosity & Support

We share, host, show respect, and are generous of our time.

We know that collaborative relationships help learning and knowledge flow, while fostering trust and understanding among us.



Integrity & Fairness

We have integrity, we respect confidentiality and promote goodwill, fairness and equity.

We want to encourage positivity in our environment and we know how mutually supportive relationships are crucial to our success.



Influence & Dignity

We ensure our interactions with others do not undermine another's dignity and value.

Every step we take, every meeting we hold and every collaborative opportunity we grasp, contributes to trust and wellbeing in our community.



Inclusiveness & Diversity

We believe that everyone is deserved of the same respect.

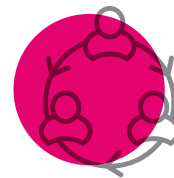
No matter where we're from, who we choose to love, who we identify as, or the challenges we experience, we embrace diversity and are inclusive of all.



Participation & Engagement

We contribute to TK through participation and engagement.

Whether we're able to run a workshop, deliver a presentation, or have wisdom to impart, members of TK invest in our community for the benefit of all of us.



Generosity & Support Etiquettes

How many times, when approached by someone to discuss an issue, have we said, "I'm too busy".

The reality is that we're all busy and in saying those words we're belittling the other person whether we mean to or not. We're saying we're more important and that we don't want to hear, at least right now, what it is they have to say.

Perhaps a better approach would be something like "I hear you, but I'm really on a deadline right now. Can you flick me a meeting invite, and I promise we'll catch-up for a coffee?"

Rule of thumb –

Will what I'm about to say likely have a positive outcome or not? If so do it, if not, well... need we say more?

Pick it up – don't turn it down

If a fellow TK member approaches you and suggests they might want to discuss something they feel offers a collaborative opportunity, why not actively listen to what is suggested.

Often, we shoo people away when we haven't taken the time to understand, or possibly more accurately, we don't take the time to listen. It may be that the first thing discussed has limited traction but take the time, sit down and talk.

You'll probably find that if the initial thing, wasn't in fact a thing, there will be something there you can work on that'll help each other out. You know what...BOOM!!! You just co-worked!

Trust

Sometimes we're asked not to betray a confidence.

At TK we'd suggest that unless not doing so will cause irreparable harm to person or persons, never, ever, pinky swear, betray a trust.

Doing so will destroy the relationship between you and the person who trusted you and it has the potential to create repercussions that affect our entire community.

Trust among us all, is key.

Gossip, ehmm ... no thanks.

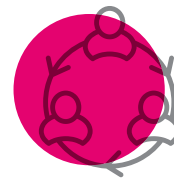
As a community we'd never want to limit chat, or the good-hearted banter that goes with any good relationship. There's a line though, a line we shouldn't cross where we might inadvertently say something publicly that has the effect of adversely affecting another person.

If you think a colleague maybe, kinda, screwed up that presentation, why not offer to help them make it more effective. But please never 'gossip' with others about how you think they messed up.

Rule of thumb –

Would whomever is being talking about be pleased with what is discussed?

If the answer is no, but you feel comment is merited, then say it to the person concerned and no one else. Be direct, but be constructive and ensure that help is foremost in your mind.



Generosity & Support

Member Guidelines

1. When parking our car or whatever form of personal transport we arrive at TK in or on, try to think of others first. For example, there may be a parking space available right next to the front door. But should we leave that space for someone less able?

If we're able ourselves, let's park further away and allow those who need it the ability to park closer to the building.

2. Meeting rooms should be left as we find them. All mugs, plates and trash should be removed and placed in the appropriate place/dishwasher/recycling station.
3. TK Members may supply toys for the 'collective' toy boxes. Please ensure that following use, all toys are cleaned and returned to the toy box. Nobody wants to pick up a slobbery toy!
4. If we break anything, furniture, IT equipment whatever, we should report the breakage immediately to TK staff. None of us would want someone else to sit in a broken chair and hurt themselves.
5. All client meeting rooms must be booked in advance. Only in doing so can we manage usage effectively.

That said, we can't avoid clients attending our office unannounced. In that case and only if your discussion with the client requires 'close the door' privacy, you can check with 'JOAN' (meeting room booking assistant on glazed wall outside each meeting room). If a room is free and has at least 30 minutes until the next booked appointment, you are able to use that room. But you must vacate the space prior to the next booked appointment.

6. In all cases where you plan to meet with a client, a colleague, or conduct some inter-organisational collaboration, ask yourself what level of privacy do we need for this meeting? If everyone used 'closed door' meeting rooms for every meeting, we might struggle for availability. But most importantly, to create and model best co-work behaviours, we want to develop an environment where members hear a hubbub of communication and collaboration.

Meeting spaces available are ...

- 4 x meeting rooms on ground floor – **Optimal Privacy**

- 1 large conference room able to be split into two on the first floor – **Optimal Privacy**

Note: The above two meeting room options should always, where possible, be booked in advance.

- Two closed door meeting rooms in workspace, one per floor – **Optimal privacy**

Note: These rooms are for adhoc use and are for inter-organisational or private team meetings only – no clients and no bookings.

- Privacy/meeting pods in reception, outside ground floor meeting rooms and in the first-floor atrium – **Medium privacy**

- High riser tables in the main public area, the TK Kafe or on the deck – **Minimal privacy**

7. No clients or non-members are permitted in the identified main workspace areas. Members should feel able to report any un-authorised persons in the workspace to the TK operational team or a member of TK Management Advisory Council as soon as possible. Members are identifiable by their TK lanyard.



Integrity & Fairness

Etiquettes

Confidentiality of documentation, data or client identity is crucial to all our member organisations. As members, we must all respect the concepts of confidentiality and ensure that what is heard/seen or said in The Kollektive, stays in The Kollektive.

We must try to avoid seeing other organisations data, be that computer screens, paperwork and we should avoid actively listening to phone conversations.

Each one of us have a part to play in the confidentiality discussion. For example, a clear desk policy ensures nothing is on display for anyone to see.

As an example, if you leave your kitchen window open and you get burgled. Yeah okay so the burglar shouldn't have done it, but kinda, maybe, partly your own fault for leaving the window open right?

Fairness

Everything we do at TK is about our community. We work every day to ensure clients and citizens of our Western Bay community are well physically and mentally. We talk here though of our own little community at TK. Here, all that we do should look to others and how our actions may affect them.

The kitchen for example. When we're making cups of coffee, or lunch, let's make sure we leave the space as clean and tidy following your use as you would expect to find it yourself.

As a member of TK you should feel empowered enough that if you see someone walk off and leave heaps of trash around, don't be afraid to point out their

responsibility to our community. If you're the person that left said trash, expect to have someone suggest that you may not be living up to your responsibilities.

If the dishwasher is full, don't leave it for someone else to put on, do it yourself. Call it your good deed for the day. Equally if the dishwasher needs emptying, do that too. It would be hugely unfair if we ended up having the same members of our community being 'the cleaners' and always performing the tasks that should be all our responsibility.

Long story short, we each have a role to play and we each must keep each other honest.

Equity

There is no hierarchy at TK. It matters not whether you're the chair of your board, the latest recruit, an intern or Elvis risen from the dead, we all deserve to be treated with the same respect.

We're people with the same goals, aspirations, hopes and dreams.

We must never allow anyone to feel as though they are not as valued as everyone else and we must always treat others with the respect and fairness that we would expect for ourselves.

"Sorry", "I messed up", or if you must "my bad", are all amazing ways of telling someone we're honest and reflective of our own behaviours. Crazy as it may seem, this is as important as saying 'please' and 'thank you', they're not swear words either.



Integrity & Fairness

Member Guidelines

1. We must all agree to keep confidential any information we overhear, see or are party to receiving whilst in TK. No information gathered while at TK should ever be discussed with anyone outside of our community without permission from the relevant members or in line with the information sharing provisions in The Privacy Act 1993. The exception to this guideline would be if we see or hear anything that would cause us to invoke our organisational and personal responsibilities outlined in the Health Information Privacy Code 1994.
2. We should adopt a clear desk policy in that when we're finished for the day, our desks should be clear of any paperwork, files or anything that might provide for a confidential information loss.
3. Computers and or laptops should be closed-down, have the screens switched off or closed, or secure password protected while away from your desk.
4. In the case of flexi desk members, if you plan on being away from your flexi desk for over two hours, you must pack up any equipment and or paperwork from that desk and take it with you. If you have been away from your desk for longer than two hours and haven't cleared your desk, TK staff will do that for you. Your property, laptop and all paperwork and files are your responsibility. TK will not be responsible for any loss of equipment, data or files should they disappear or become damaged while you are not present.
5. TK pool vehicles are for use by all residential members. While we do hope that members make full use of our electric vehicles and scooters, we must all agree to be considerate of others in that if we look to use a vehicle all day, or for purposes not related to work or The Kollektive, it may cause issues for another member. Bookings must be made via reception and will be based on availability.
6. Ours is an environment that can be continually adapted to best serve its members. Consequently, let's not point out problems or items we see as potentially not serving the members best interests, without also presenting an achievable solution at the same time. That way we look to the positive and move forward as a team. Let's think about it! Let's be solution identifiers, not problem providers.
7. We should all feel able to both give and receive constructive feedback. If for example one consistently overhears a member who is a loud talker on the phone, we should feel able to diplomatically explain to that person that you overheard most of their call and could they use a more private environment in the building when making such calls.

Equally, if we are the person to whom it is mentioned that our phone call was a touch loud, we should take feedback graciously and recognise that we may have interrupted someone else's day. We should make plans to ensure we tone down our volume or use an alternate area when making such calls.

The exception to this guideline would be when a member organisation is dealing with someone who is deaf for example. It may be necessary on occasion to raise one's voice and as members we should be understanding of why loud conversations may occur and appreciate that sometimes, such things can't be avoided.
8. Security within our environment is crucial to our community. Members should feel free to challenge anyone in the building who they believe should not be there. If you do not feel comfortable in doing so, please report your concerns to a TK team member asap. Members at TK can be identified by their TK lanyard around their necks. If you don't wear yours, expect to be challenged.



Influence & Dignity

Etiquettes

As TK members we understand and hold value in our belief that no member's service is more important than any other. In that we mean that it matters not who an organisations' client may be or represent, what socio-economic standing that client may have, how they dress or what language they speak, each one is as valued as the next.

What is collaboration?

Members of TK understand that only through open, genuine and honest communication can effective collaboration live and thrive. We make ourselves available to each other to listen and learn of another organisations role, of its trials and of its tribulations. Only in doing so can we truly understand the realities of the people served by those organisations.

Collaboration is key to our community's development and aids the services provided by each of our members.

But what is collaboration? Well, definition thanks to Mr Google...

- A co-operative arrangement where two or more parties (who may or may not have any previous relationship) work jointly towards a common goal.
- An effective method of transferring 'know how' among individuals, therefore critical to creating and sustaining a competitive advantage.
- A conflict resolution strategy that uses both assertiveness and cooperation to seek solutions

advantageous to all parties. It succeeds usually where the participants' goals are compatible, and the interaction among them is important in attaining those goals.

The crucial point made clear above is that collaboration is about two or more entities working together for mutual benefit. Collaboration is not one sided.

- Collaboration is not "can you do me a favour".
- Collaboration is "let's talk and see how we can both help each other out".

Family working environment

As TK members we recognise that life is not about work, life is about living and that means family & friends. Those people who keep us all sane.

At TK we welcome kids, family members, dutiful other halves, husbands, wives, partners, grans, grandads, uncles, aunties, him or her indoors, whatever you choose to call your nearest and dearest, we want them to feel as comfortable in TK as we are.

They too though, in our 'Kollective' home, should hold dear the same connection to our values and guidelines as we do. That means of course among other things, that the grans and the grandads should never be left to run around unaccompanied!



Influence & Dignity

Member Guidelines

1. While we have both resident and non-resident members at TK, we have no A and B class citizens. In this we mean that no organisation or individual takes precedence over another. Nor does any member have greater rights or privileges than anyone else. If you feel you have been victim of, or witnessed treatment that does not hold to this principle you should speak up. Or if you feel more comfortable, you should report your experience to a member of TK team.
2. Meeting rooms and bookings of desks are conducted through our web booking system and on a first come first served basis. Only through negotiation with involved parties can adjustments be made. No member should use a meeting room at a time when it is booked by another.
3. All meeting rooms, except Mawhero (conference room) are limited to a maximum of two consecutive hours per member. Members are asked not to book multiple appointments in order to circumvent this guideline as doing so really isn't in the spirit of our community.
4. Equally meeting rooms should not be booked and then not used. If you have booked a meeting space and later realise the booking is not necessary, you must cancel the booking in order that the room can be available for another member. If your booking is taken over by another member or you witness a room being used by someone other than the room booker, you should feel free to address this with the member, or if you feel appropriate, report your experience to a member of TK team.
5. Our community is fortunate to have several of our regions philanthropic funders as residential members. We must respect that this fact does not and cannot provide for any sense of entitlement from our members. Nor must we expect that membership of TK will garner any form of preferential treatment in funding applications. Community funders must be viewed as impartial at all times and any application for funding must be judged on its merits. That said, the folks who work for these funding organisations are members of TK just like everyone else and they sign up to the same guidelines we all do.
6. From time to time, our members may elect to have areas of TK designated as high, or low intensity work areas. This means that a high intensity area would be where the people working in that environment want as few distractions as possible. No phones, no loud conversations etc. Conversely, a low intensity space would be used by those who don't necessarily feel the need of such a quiet environment. While we would discourage members from spending heaps of time not engaging with colleagues, we must all appreciate the need for focus in appropriate areas. It would only ever be intended that these zones would be in 'flexi desk' areas and thus only for short term usage.
7. TK is an administrative base in the first instance with the ability to service client engagement second. TK's priority at all times must remain it's members and their ability to provide the services they do. We very much welcome visitors to our home, but they too must respect our community and adhere to the guidelines we set. TK members are responsible for their guests behaviours while they visit with us.



Inclusiveness & Diversity

Etiquettes

The members of TK acknowledge The Treaty of Waitangi as the founding document of Aotearoa New Zealand.

As members of TK we are stronger, better, way cooler and more interesting together.

We embrace people who are different from us. We look at things from a new perspective.

We support people who are marginalised in our world and make sure our community is a welcoming place to all who want to contribute to our work home in a positive and supportive way.

Adaptive and inclusive working environment

Have you ever tried to find something, or someone in a room you've never been in, in a building you don't know, while sitting in a chair with your eyes closed and with noise canceling headphones on your ears? No?

Many in our community do so daily. Well, probs not in those exact circumstances, but a physical disability is something many in our community live with every day.

At TK, we want to listen and understand the challenges and successes of those with limited mobility, or those who have lost one of the senses. In no other way can we learn what does and doesn't work to make our community a place we all call home.

We can't do everything sure, but we want to be there in the best way we can.

Avoid the sticky stuff

At TK we will not discriminate, indeed we encourage our members to hold dear whatever beliefs they have be that religious or political. We want everyone to feel that they can articulate their beliefs without fear of belittlement, or oppression. Hearty debate is healthy debate, right?

That said, we must all be respectful of other beliefs and just because you hold one view, does not mean that someone else who holds an opposing view is wrong. No one's opinion can be wrong, and every opinion is as valuable as the next.

Please be aware though, that discussion and sensible constructive argument is helpful and the foundation of our society. But when it leads to confrontation, it ceases to become fun and community spirited. Therefore, please choose your words based on your wish not to offend.

Faith based celebrations

At TK we welcome any faith-based celebrations. Christmas for example, or Hanuka, Mahashivratri, or Ramadan or many others too many to list here. We would ask though, that members keep celebrations to the concept of community and giving and ensure that all members are offered the opportunity to participate.



Inclusiveness & Diversity

Member Guidelines

1. At TK we offer a gender-neutral environment. Please understand that while we may identify as one gender, or another, others may not perceive things the same way. Our members are encouraged not to affix individually held beliefs to others and appreciate that we are all entitled to be who we truly are.

To aid this inclusive construct, TK's toilets and shower facilities are intended for use by anyone. Use whichever makes you feel most comfortable is the guideline. This system is designed to ensure that no member or visitor to TK is ever left to feel as though they are not worthwhile or valued and that we respect however any person looks to identify themselves.

2. At TK we will never discriminate on the basis skin colour, ethnicity, gender, individual identity or orientation. We respect absolutely and enter the spirit of the following legislation.

- The Human Rights Act 1993 (Incl Human Rights Amendment Act 2001)
- The Treaty of Waitangi & The Treaty of Waitangi Act 1975
- The Equal Pay Act 1972
- The Employment Relations Act 2000 and all related employment legislation.
- The Health and Safety at Work Act 2015
- The Privacy Act 1993
- The Health Information Privacy Code 1994
- All other relevant legislation.

3. All members of TK are asked to be considerate of those with a need greater than our own. In that we mean if you're able bodied and reasonably fit, perhaps leave car parks close to TK's front door for those less able. Perhaps try to park on 17th Avenue

or better yet, bike to work, take public transport and allow someone who needs close access that possibility.

Similarly, while the accessible loo and shower is not exclusively for the use of those with more limited mobility, as members of TK we should try to avoid using these facilities if we can. We all know what it's like. We're desperate for the loo, feel we're about to explode and someone is in the only available toilet, dagnammit!

4. If you are someone with limited mobility, or have visitors to TK who are, please understand that as an inclusive and diverse community, we will absolutely do all that we can as people and as a facility to ensure everyone has the same access.

However, there will be times when we haven't thought of something. There will be times when, for the benefit of the majority, unfortunately certain things simply can't be done.

Feedback is crucial though and we'd encourage, expect even, that you highlight where as a community we can do better.

5. New Zealand is a country made up of more than 200 ethnicities and we want everyone, regardless of background, to feel welcome at TK.

In most circumstances, signage at TK will be pictorial. In that we mean rather than use 'language', we look to use symbols of one kind or another. This is to ensure we are as inclusive as possible and that everyone, regardless of first language ability, can understand and navigate our facility.

When we do use 'language', along with imagery we will endeavour (space allowing), to use New Zealand's official languages.



Participation & Engagement Etiquettes

At TK, we believe this final element of our values strikes right at the core of what The Kollektive was set up to achieve. That is the ability for organisations and individuals to connect and collaborate for the betterment of the services we all provide.

Fundamentally, we understand that open communication and helping one another achieve is the only way to ensure each of our organisations are moving forward for the benefit of our clients.

To that end, we ask that each member of our community commits to a process of participation, engagement and support of our TK community.

What does that mean?

Well, to give you an example. When we discuss The Kollektive with organisations who have yet to join our ranks, some refer to our community as "office space".

When we hear this, we know it's likely the organisation concerned has yet to appreciate the concepts involved in TK. And that for whatever reason, they haven't yet understood the benefits of in-house collaboration and connectivity with similar likeminded professionals.

TK is not about "office space"

Often in this document, we've used the term 'community'. We don't use that term lightly.

We use it to highlight our intention that we're all here to work together, for the greater good of all

our organisations. Is that not what a 'community' is supposed to do?

So, when we talk about participation and engagement, we mean that want our members to be actively involved, to show face and to play a part of our community.

Don't worry, participation and engagement doesn't mean we expect you'll be at TK every day, or sing the company song (there isn't one).

But it does mean that we ask you to present a workshop on occasion, hopefully on a subject you believe of value to other members. We expect that you attend other members workshops and provide positive feedback or make constructive suggestions where you see something that you believe might help our community.

When it comes to collaboration, you'll look for opportunity. Your organisation may not necessarily provide services similar to that of another member, but you'll have experiences every day that will help another group succeed, of that we guarantee.

Now, we also know that not everyone has kissed the old Blarney Stone. Not everyone is the extrovert and that's absolutely fine. We want our members to participate, but if that participation is simply a plate of scones for the TK Kafe, or some beers on a Friday arvo, you'll be just as appreciated as the folks who just presented the latest workshop.



Participation & Engagement

Member Guidelines

1. In being a member of TK, you'll commit to playing an active part in our community, to its values and to making an impact for the betterment of the services we each provide.
2. We should never belittle another members' attempt to engage with us or refuse an offer of collaboration. While there may be little of value in one suggestion, a discussion will reveal areas for co-operation in another.
3. Participation and engagement means that TK will be a lively place with some 'hubbub'. We should never stifle creativity by asking those engaged in active collaboration to be quiet or to go elsewhere. If you feel some around you are being too noisy, and you need some quiet, there are spaces in TK designed to allow you that environment. If you believe the level of noise unreasonable, you should feel free to address your thoughts with the group concerned, or you should advise a member of the member council or a TK team member.
4. Participation and engagement also means keeping our work home neat, tidy and a place we'd be happy to welcome any visitor. We should keep our desks clear of rubbish and make sure the area we occupy is clean and presentable.
5. We should avoid unnecessary clutter such as organisational signs or boxes of files or equipment on desks. When using the kitchens or bathrooms we should make sure we leave those facilities as we would expect to find them.
6. When using the bathroom, or showers. If you notice loo rolls running out or a full bin, please let the TK team know. We can't sort it if we don't know about it. That said it must be made clear that the role of the TK team is not to clean up after you. The TK team are not cleaners or hospitality staff. Their role is to assist in the success of our community.
7. Your input into our community is invaluable. We would ask that should you have any ideas to improve what we do as a group or have some constructive suggestions as to how The Kollektive can aid the betterment of its' service provision, you should feel free to speak to one of the Members Council, or one of the TK team. We will always listen and provide feedback on your idea.
8. We would expect that each organisation resident within TK will commit to provide one workshop or presentation for the membership each year. This can be on any subject you believe of interest to the community and could perhaps present a new concept, or idea for which you're looking for help. This might sound a touch scary, it's not supposed to. Everyone is in the same boat and there will always be heaps of help and...perhaps...even, glamorous assistants, available.
9. We expect that all members support TK's sustainability policy. This is detailed on TK's website under 'Sustainability' and discusses TK's intention that members should make use of recycling stations, print only if we must and try to reduce waste. TK has developed a system of electric and low emission pool vehicles for use by members and the use of all forms of alternative transport is encouraged. This policy should be continuously revisited to ensure as much as possible can and is being done to mitigate TK, and TK members environmental footprint.



We're done!

We believe in everything you've just read.

We hope you found it informative, helpful, engaging, inspiring...and maybe even funny!?

We'd like you to feel welcome. As welcome and as warm and fuzzy as you did when you were 10 years old and arrived home on a wet winters day to a cosy house, with the log fire going and mum cooking some gorgeous smelling dinner.

We love that you've come to our work home...cos it's your work home now too.

TK is about people.

TK is about community.

Welcome... to TK.

We're buying into this!

We understand our responsibilities to The Kollektive community and agree to enter the spirit of all contained within this document, The Member Vision, Values, Etiquettes and Guidelines V1.1.

This includes specifically and for the avoidance of doubt, all aspects relating to client and organisational confidentiality, data and document security. We agree that our employees or volunteers will not disclose (without written agreement from appropriate parties) any information seen, read or overheard whilst in The Kollektive. (The exception being organisational responsibilities held under the Health Information Privacy Code 1994).

Member organisations are encouraged to model the values contained within this document and to develop internal policies around similar concepts.

Organisation _____

Name _____

Date _____

Signature _____