

# Drivers Cooperative Colorado

## Disciplinary Action Policy

### Overview and Purpose

The Drivers Cooperative - Colorado is committed to maintaining a respectful, high-performance workplace. When issues of behavior and conduct arise, we believe in addressing them promptly, fairly, and consistently.

The purpose of this policy is to establish a clear framework to address misconduct, policy violation, and any actions harming the success and health of the cooperative and its members. This policy ensures that all members conduct themselves in ways that protect the cooperative's mission, reputation, governance structure, and operational effectiveness.

This policy pertains to behaviors outside of driving activities. Violations occurring while providing services on the Coop Drivers app are regulated under the [Deactivation Policy of DCC](#).

This policy applies to all employees, driver-members, and board members regardless of role or seniority.

### Standards of behaviors

Members are expected to show high standards of behavior when interacting with other members and staff and representing the cooperative to ensure that the coop's good name and reputation is maintained.

Members will observe the following general standards:

- **Respect Everyone:** In their dealings with each other, with the cooperative's officers, and with its management executives, directors, and employees, members must treat people politely, fairly, and with dignity and respect. Disagreements and concerns must be expressed in a constructive and respectful manners. Members will not resort to behavior that could be considered aggressive or intimidating, e.g. swearing, name calling, shouting, finger pointing;
- **Uphold the Cooperative Principles:** Members should behave in a way that demonstrates their belief in the values and principles and ethical stance of the cooperative and shall conduct themselves in a way that does not call these beliefs into

question or prejudice the general good standing of the cooperative in any way. The seven cooperative principles of the International Cooperative Alliance are:

1. Open membership
2. Equitable Economic Participation
3. Democratic control
4. Autonomy and Independence
5. Cooperation among Cooperatives
6. Education and Training
7. Concern for Community

- **Represent the Cooperative Accurately:** Members must not misrepresent cooperative policies, leadership decisions, services, or partnerships to riders, partners, media, or the public. On public occasions and on all DCC business, members must behave with integrity and in a way which is appropriate in representation of the organization and must not bring the cooperative into dispute or prejudice its general good standing in any way.

All parties involved with the cooperative must not misrepresent the cooperative's position on public issues.

- **Respect Cooperative Governance and Roles:** Members have the right to participate in democratic governance through voting, elections, and formal feedback processes. At the same time, members must respect the operational roles of cooperative staff and the oversight role of the Board of Directors. Members may not attempt to direct staff operations, override management decisions, or exert undue pressure on staff or board members outside of established governance processes.

Members will accept decisions made by the board in accordance with the law and the cooperative's governing document, even if he or she disagrees with it, and vote against it if a vote was taken.

Members must refrain from behaving in a way that undermines governance and/or management decisions and from making public statements that are dismissive or derogatory to express disagreement with the direction of the business. All disagreements will be handled internally and through due process.

- **Act with Integrity:** Members must act honestly and in good faith in all cooperative activities and interactions. Members should not engage in deceptive, manipulative, or disruptive conduct that undermines the cooperative's mission, operations, or relationships.

- **Authorized Representation of the Cooperative**

Driver Members, Board Members, and Staff of Drivers Cooperative Colorado are expected to act responsibly and in the best interests of the Cooperative when engaging with external stakeholders. Individuals must not represent, speak on behalf of, or imply official representation of the Cooperative in any external activity without prior express authorization from the appropriate authority.

External activities include, but are not limited to, meetings with government officials or agencies, participation in policy discussions or legislative debates, public forums, conferences, negotiations, advocacy events, media interviews, community meetings, written publications, social media communications, or any other engagement where the Cooperative's name, policies, positions, or interests may reasonably be interpreted as being represented.

Individual members, board members and staff participating in external activities in their personal capacity must clearly state that they are speaking as private individuals and not on behalf of Drivers Cooperative Colorado. Personal views must not be presented as the official position of the Cooperative.

All members of the Cooperative are expected to protect confidential information, avoid misrepresentation of Cooperative policies or operations, and refrain from public statements, including on social media, that may create confusion about the Cooperative's official positions or cause reputational harm.

### **Applicability in All Contexts**

This policy applies to member behavior in **all settings where members interact with the cooperative, its staff, board, members, riders, or the public**, including:

- In-person interactions (meetings, cooperative events, workplace or ride interactions)
- Digital or online spaces (email, text messages, social media posts and comments, forums, or any other digital communication)
- Public representations of the cooperative, whether online or in person

Members are expected to uphold the same standards of professionalism, civility, and accurate representation **regardless of the medium**.

### **Prohibited Conduct**

The following behaviors may result in disciplinary action:

- Harassing, intimidating, or verbally abusing riders, staff, board members, or other members

- Personal attacks, insults, or hostile communications directed at staff, board members, or members
- Repeatedly contacting staff or board members in a hostile or aggressive manner
- Attempting to pressure, threaten, or coerce staff or board members regarding operational or governance decisions
- Disrupting cooperative meetings, governance processes, or operations
- Misrepresenting the cooperative to riders, partners, media, or the public
- Claiming to speak on behalf of the cooperative without authorization
- Spreading false or damaging information about the cooperative
- Refusing to follow cooperative policies or safety requirements
- Engaging in behavior that harms the cooperative's reputation, operations, or member trust
- Unauthorized Disclosure of Confidential Information
- Fraudulent or Dishonest Conduct
- Conflict of interest: Participating in decisions, negotiations, or activities where an undisclosed personal, financial, or business interest could improperly influence judgment or actions related to the Cooperative.
- Using Cooperative funds, property, data, branding, systems, or platforms for unauthorized personal, political, or commercial purposes.
- Engaging in public conduct—including social media communications—that misrepresents the Cooperative or reasonably causes reputational harm, confusion about official positions, or damage to relationships with partners, regulators, or the public.
- Obstructing, undermining, or improperly interfering with the lawful operations, decision-making processes, or governance of the Cooperative.
- Retaliating against any individual who participates in investigations related to Cooperative policies.

## Disciplinary Process

The cooperative will seek to resolve concerns fairly and proportionately. Depending on the severity of the conduct, the cooperative may take one or more of the following steps:

### 1. Informal Resolution

For minor issues, management may address the concern through conversation, clarification, or coaching.

### 2. Written Warning

The member may receive a written warning describing:

- The behavior in question
- The policy involved
- Expected corrective actions

### **3. Probation or Temporary Suspension**

The member may be placed on probation or temporarily suspended from driving or cooperative activities following a violation of this policy. Members will receive up to **3 warnings** before being suspended.

### **4. Membership Review**

Serious or repeated violations may result in a review by management and/or the Board of Directors. If members receive more than **1 suspension** upon violation of this policy, their membership will be under review.

### **5. Termination of Membership**

In cases of serious misconduct or repeated violations, the cooperative may suspend or terminate membership.

## **Immediate Disciplinary Action**

The cooperative reserves the right to take immediate disciplinary action, including suspension of driving privileges, participation in cooperative activities or membership, when a member's conduct threatens:

- Rider safety
- Staff or member well-being
- Cooperative operations
- The cooperative's legal standing
- The cooperative's reputation

Harassment or intimidation of drivers, cooperative staff or Board members and failure to comply with an earlier verbal or written warning may result in immediate disciplinary action.

The cooperative reserves the right to escalate disciplinary action more quickly based on the severity and frequency of the violations.

## Appeals Process

DCC is committed to ensuring that disciplinary decisions are fair and transparent. Members have the right to request a review of certain disciplinary actions.

### Right to Appeal

Members may appeal the following actions:

- Written warnings
- Suspension of driving privileges
- Probation status
- Termination of membership

Appeals must be submitted in writing within **5 business days** of receiving notice of the disciplinary action.

The appeal should include:

- The member's name
- The disciplinary action being appealed
- A brief explanation of why the member believes the decision should be reconsidered
- Any supporting information the member wishes to provide

Appeals submitted after the deadline may not be considered unless there are exceptional circumstances.

### Initial Review

Upon receiving an appeal, cooperative management will review the request and may:

- Clarify the decision with the member
- Request additional information
- Confirm, modify, or withdraw the disciplinary action if appropriate

Management will respond to the appeal within **5 business days** when possible.

If the member disagrees with the outcome of the initial review, they may request a formal appeal review.

## Formal Appeal Review

If the issue is not resolved through the initial review, the member may request that the appeal be reviewed by the Board of Directors.

The review body may include:

- Board members who were not directly involved in the disciplinary decision
- A neutral committee appointed by the Board
- Board members who do not have a direct personal, financial, or supervisory relationship with the member involved in the disciplinary action.
- Board members that are **not** reasonably perceived as biased in the matter
- If a sufficient number of eligible Board members is not available, the Board may appoint **independent advisors or cooperative representatives** to assist with the review to ensure fairness and impartiality.

The review body may consider written statements, relevant documentation, and statements from staff or witnesses if necessary.

In some cases, the review body may invite the member to participate in a meeting to present their perspective.

During the meeting:

- The member may explain their position and provide additional information
- Cooperative representatives may explain the basis for the disciplinary action
- All participants are expected to maintain respectful and professional conduct

The meeting is intended to clarify facts and ensure fairness, not to serve as a public debate or governance forum.

## Final Decision

The Board of Directors is the final decision making body for any appeal that was brought by a member. After reviewing the appeal, the Board of Directors will:

- Uphold the original disciplinary action
- Modify the disciplinary action
- Remove or reduce the disciplinary action

The decision will be communicated to the member in writing.

## **Limitations on the Appeals Process**

Appeals may not be used to:

- Repeatedly challenge operational decisions
- Harass staff, management, or board members
- Disrupt cooperative governance or operations
- Cannot be appealed more than once for the same infraction of the policy
- No member can present more than **2 appeals** to the board

The cooperative reserves the right to limit repetitive or bad-faith appeals.