

Code of Conduct

Preamble

Our Mission

Impact Hub Berlin empowers impact-driven entrepreneurs and organisations to realise, develop and scale their solutions. By providing innovators with tailored support, a collaborative coworking community and connection to our growing global network, we help shape a more equitable future for people and the planet.

Our Values

The values that guide our mission are trust, courage and collaboration. We trust that you'll be courageous, and collaborate with us too.

Our Beliefs

We believe that the world's greatest challenges will never be solved by one person or organisation alone. We need to work together.

We believe that diversity and equity are powerful forces that drive creativity, and progress. We are committed to creating a community that celebrates differences and we strive to create an environment where everyone feels safe, respected, included and supported.

Our Expectations

We expect that all members of our community, regardless of their role or affiliation, will comply with our Code of Conduct and contribute to a collaborative, peaceful, and harassment-free environment.

Standards of Conduct

1. We all contribute to a safe(r) space and professional work environment

At Impact Hub Berlin, we are strongly committed to create a safe(r) and welcoming environment for all where everyone can thrive and grow. While we are aware that incidents of harassment, discrimination, or bullying may occur despite our best efforts, we believe that by working together and by being mindful of ourselves, we can minimise the risk and take swift action when needed.

2. We prohibit all forms of violence and harassment, including verbal, physical, sexual, or psychological abuse. This includes but is not limited to:

- a. Discriminatory behaviour, including racist, sexist, or hurtful comments or jokes.
- b. Unwelcome discussions of sexual orientation, gender identity, racial or ethnic background, physical appearance, body size, ability, or impairment.
- c. Inappropriate physical contact, touching, or gestures.

3. We communicate respectfully and act responsibly

We are committed to promoting respectful communication among our members. We believe that a welcoming environment can only be achieved when we all communicate with respect and sensitivity towards each other.

- a. We ask others how they want to be addressed and how their name is pronounced if we are unsure.
- b. We ask about other's preferred pronouns (such as he/him/his, she/her/hers, they/them/theirs, or others) and/or share our preferred pronouns when applicable.

- c. When speaking to a group verbally or written (e.g. our slack-channel), we use gender-neutral language to avoid making assumptions about anyone's gender.
- d. If we are curious about someone's cultural background, faith, sexual orientation, gender, or any other characteristic, we ask if they are comfortable sharing more about themselves. We only ask if it is relevant to our conversation. In return, we kindly communicate our own boundaries when we do not feel comfortable sharing specific information.
- e. We avoid describing anyone by referring to their age, sexual orientation, gender identity, or physical appearance.
- f. We value giving and receiving constructive feedback in a non-violent way.
- g. We respect the confidentiality of others and avoid sharing personal information without their consent.
- h. We avoid gossip.
- i. We accept "No" as an answer.
- j. We acknowledge that written and/or digital communication is more prone to misinterpretation. We are mindful of the way that we send messages in our shared online spaces.
- k. We refrain from excessive spamming in digital communication and limit the use of "@channel" on Slack to important announcements to avoid unnecessary disruptions.

4. We are supportive

We value sustainable growth, profitability, and ethical business practices over simply scaling rapidly and chasing high valuations. Our focus on community building and social responsibility is what sets us apart. We aim to create businesses that not only achieve financial success but have a positive impact on our communities and the world.

- a. We prioritise supporting each other in our professional journeys, rather than competing.
- b. We help whenever possible, respecting each other's time and requests.
- c. We respond quickly to requests from fellow members of our community.
- d. We proactively give back to the community and our peers by sharing opportunities in a way that is balanced and serves the community at large. (i.e. as opposed to 'spamming' behaviour)
- e. We appreciate and express gratitude for the help of others.
- f. We celebrate each other's successes, recognizing that wins for one member of the community are wins for all of us.
- g. We encourage and support each other in times when things do not go as planned, or in times when we face failure. Recognizing that this is part of the human journey, makes us relate to one another.

5. We show empathy and kindness

We believe in the power of empathy to foster deeper connections and understanding among our members. Our goal is to create a culture of empathy and kindness that allows everyone to feel seen, heard, and supported.

- a. We listen actively and attentively to others, showing curiosity and interest in their experiences.
- b. We seek to understand others' perspectives, even if they differ from our own.
- c. We acknowledge the feelings of others and show empathy and kindness when someone is going through a difficult time.
- d. We remember that everyone's experiences are valid and deserving of respect and empathy.

6. We act responsivly

At Impact Hub Berlin, we believe that maintaining a clean, comfortable and safe working environment is essential for our productivity and well-being.

- a. We take care of the working space:
 - i. We keep your workspace and common areas clean and tidy.
 - ii. We dispose waste responsibly and separate recyclables.

- b. We maintain a peaceful working atmosphere:
 - i. We are mindful of others and avoid noisy conversations especially in the focus areas
 - ii. We use headphones when listening to music or when taking call.
 - iii. We take phone calls in designated areas away from others.

- c. We prioritize the health and safety of our community:
 - i. We refrain from coming to the co-working space if we feel unwell, have flu-like symptoms, or have been in close contact with someone who has tested positive for COVID-19.
 - ii. We get regularly tested for COVID-19 to prevent the spread of the virus.
 - iii. We prioritize our (mental) health and encourage others to do the same.

7. We value feedback and handle conflicts constructively

- a. We recognize that we are all human and that unintentional mistakes can happen, even when we have the best intentions.
- b. We value the practice of giving and receiving constructive feedback, as it provides an opportunity for growth and improvement.
- c. We approach feedback with an open mind and a willingness to learn.
- d. We strive to solve conflicts in a constructive way, by addressing issues early and working together to find positive solutions.

Violation of this Code of Conduct

We expect and trust that all members and partners adhere to the standards outlined in this Code of Conduct to maintain a safe and respectful environment for all individuals involved. Any violation of this Code of Conduct may result in the termination of a membership, partnership, program participation and/or eviction from the co-working space.

If you have witnessed a violation of our Code of Conduct please reach out to:

Maaïke Hoogstede

The Impact Hub Berlin Code of Conduct is a living document managed by Impact Hub and its community. For suggested changes, please contact to: Vera Kaempfer