



Code of Conduct & Ethics

Developed by HumanImpact5 – HI5 LLC, 21 March 2021
Updated and approved by the HI5 Governance Administrator

15 December 2022

Introduction

Hi5 Governance (Hi5G) is a Swiss-based Limited Liability Company (LLC). Hi5G offers bespoke services, tailored to the unique needs of our clients and partners. Whether public, private, or non-profit sector work, we commit to ensuring that the highest standards of behaviour by our staff, associate consultants, and service providers.

This Code of Conduct and Ethics is the backbone of how the Hi5G Team – our most valuable resource – interact with one another, with our clients and partners, and with our service providers. It also lays out the expected ethical behaviours from those with whom we work. At Hi5G, we are adamant about ‘walking our talk’, and embodying the our values of trust, open-mindedness, respect, integrity, transparency, and responsibility.

This Code of Conduct and Ethics may evolve over time, and learnings from our own experience, and that of others, will continuously feed into our ethics framework, including our anti-fraud and safeguarding policy.

This Code of Conduct and Ethics aims to build ethical reflexes rather than prescribe or proscribe an exhaustive list of specific behaviours. We believe this is part of building the trust and accountability that we stand for. It shows, however, what we expect and offers a channel for reporting misconduct and for whistleblowing, free from retaliation. It is in our best interest to ensure a psychologically safe environment in which to work and thrive.

We act and interact with integrity

- Hi5G takes on and proposes projects and mandates that align with our area of expertise.
- Every person in the Hi5G team delivers quality – in process, form, and content
- Every person in the Hi5G team is a responsible bystander – speaking up when we witness unethical behaviours
- Every person in the Hi5G team is not afraid to turn down business if we deem it to be misaligned with our values
- Every person in the Hi5G team cultivates trust by protecting information and data entrusted to us
- Every person in the Hi5G team has the courage to propose solutions to human interaction problems that we witness, even if a mandate does not require it

We expect our staff, associates, consultants, partners, and service providers to adhere to the following integrity principles and behaviours:

- Safeguarding measures are respected: moral and sexual harassment, sexual exploitation and abuse, and discrimination are not tolerated (for definitions, examples, and repercussions, see our Safeguarding Policy)
- Legal compliance to all national laws (including labour laws, criminal laws such as bribery and corruption, child protection laws) in countries where we work is required – including the effort to become informed of these
- When working in scientific endeavours, the highest international standards for data collection and research, equitable authorship, and open-source publications are upheld
- Conflicts of interest are declared and processed.

We practise respect, every day

As much of our work will depend on fruitful interactions, whether bilateral or in groups, we practise active listening, thoughtful questioning, and challenging of perspectives.

- Every person in the Hi5G team avoids unnecessary interruptions when others speak.
- Every person in the Hi5G team gives and takes constructive feedback – even painful feedback.
- Every person in the Hi5 team uses our minds and hearts when dealing with others, knowing that sometimes we don't know everything about a person or their circumstances. We look at facts and undertones alike.
- Hi5G applies state-of-the-art best practices in the conduct of inclusive meetings and interactions.

At times, in our work, we have to address and facilitate tough decisions – we do not shy away from these situations as they help us and our partners to grow.

We encourage prevention and reporting

At Hi5G – we highly encourage issues and concerns to be raised in good faith. We believe, also based on research, that in general people do not speak up or report enough, often suffering personal consequences for fear of professional consequences. Hi5G wants to break that norm.

Hi5 Governance offers annual ethics framework training sessions to staff and associate consultants, including for this Code of Conduct, as deemed necessary. We are happy to extend this offer to our service providers if there is no such offer within their own respective organization.

Hi5 Governance conducts reference checks on its staff, associates, consultants, or other affiliated persons with targeted questions related to any misconduct. Any misconduct by Hi5G staff, associates, consultants, or collaborators can and should be reported safely to: **ethics(at)hi5governance.ch**

At the time of this policy writing, the above email is solely managed by the company administrator, Dr. Michaela Told. Should reporting to the company administrator not be possible for any reason, the following email can be used: [ethics\(at\)humanimpact5.ch](mailto:ethics(at)humanimpact5.ch) which will be sent to Gabrielle Landry Chappuis, Administrator of HumanImpact5 HI5. Should an investigation be warranted, Hi5G will mandate an external, independent investigator.