

# CODE OF CONDUCT

Welcome to our office! This is our mutual work environment and it is important that we all take care and make sure that it is a comfortable and functioning place for everyone. This is a summary of the code of conduct that we have all agreed upon. You will find the code of conduct in its entirety in the Employee-folder in our Drive. The code of conduct is updated annually.

## General

- Be nice! Our work environment should feel caring, empathetic and compassionate. We avoid harsh jargon and tough jokes because they can often get out of hand or scare someone who is listening. We also avoid generalizing about groups--especially about people who fall outside of the norm, but also others.
- We express ourselves inclusively and avoid generalizing or talking in terms of "us" and "them". One tip is to say "those of us who..." instead.
- Always think that "everyone" is in the room in terms of, for example, ethnicity, disability, sex, gender identity, gender expression, religion, sexuality, age, interests and reference points, and adapt how you speak to this.
- Do not assume that you can see someone's sexuality, disability, gender identity, ethnic background, religion, political stance, or someone similar. Do not assume that everyone is a part of the norm. For example, this means that we try to use a gender neutral language and do not assume anyone's pronouns (he, she, they) without asking. Did you accidentally say the wrong pronoun? Don't make a big deal out of it, apologize, correct yourself, and move on.
- Explain difficult concepts, abbreviations or references to old memories so that everyone understands.
- We are each other's work environment, and we try to be positive and encouraging. However, it is ALWAYS okay to have a bad or low day.
- We interpret each other nicely and assume that others mean well. We ask if something is unclear or sounds strange.
- We are aware that there are strong norms around, for example, a good weekend, a successful life, or how a family should look. We think about and avoid talking and asking things in different ways reinforce this.
- Compliments and encouragement are nice and appreciated! However, we reflect on when and how we make such comments. This is to avoid the fact that some colleagues are more visible than others -- it is best to give compliments and encouragement in specific situations with the person who you are addressing them towards. Compliments about appearance are given with after careful reflection.
- We know that there may be a need to "vent" if you are frustrated or have ended up in a work collaboration that is not turning out how you hoped, for example. However, we avoid dwelling on this and talking negatively in front of the whole group.
- We should have a generous environment where we share our thoughts and create safe relationships. If someone shares something about themselves that they do not want to speak more of, they can say so. We always make sure to be professional at work even when we are personal, regardless of if we have relationships with our colleagues outside of the workplace.
- We do not take for granted that we all agree on everything. For example, everyone regardless of political stance is welcome -- as long as the political party is not racist. The exception is human rights and Make Equal's core values that everyone is expected to stand behind!
- We make sure not to treat each other poorly. If it happens anyway, it is important that everyone knows what to do. Discrimination, harassment, and violations are never acceptable. If something does not feel okay -- tell Make Equal's CEO who has the primary responsibility.

## The office

- The noise level is important for everyone's comfort, so we make sure not to be unnecessarily loud and avoid non-job-related calls in the open spaces.
- It is ALWAYS okay to tell if the noise level is too high, as long as it is done in a nice way. Use headphones if you need peace and quiet.
- Because we have an open office environment, we avoid simply interrupting a colleague or asking questions straight out. Instead, we email or ask them if they have time BEFORE asking them the questions. It is okay to say no if someone asks if you have time, but then it may be good to ask how urgent it is, and give suggestions on another time when it would be appropriate to talk.
- We do not work when we are sick. If we are slightly unwell, but capable of working, we try as much as possible to work from a different location so as not to infect anyone else.

## Meetings, social activities, and lunches

- By working actively with inclusion and promotion techniques, we invite, and create, safe contexts where everyone feels seen. This means, for example, that at meetings we vary the conversation methods and in social contexts divide the speaking space between us. Domination techniques and exclusion are not accepted and everyone in the room helps to point out of such happens, not just the person being targeted.
- We set guidelines for our meetings, especially those that take place regularly.
- We help each other to stay on time for meetings and everyone makes sure to be in place early so that it is possible to start the meeting at the agreed time.
- Remember and respect that everyone has different needs. For example, mutual activities are planned with this in mind, so that everyone can participate.
- We work actively to leave space for others to speak when we have already spoken a lot. Those of us who are talkative should think even more about this and invite others to speak in conversations. We are also good listeners when this happens, and we do not interrupt.
- We eat lunch in the office primarily, so that everyone regardless of economy can be there. When we eat, we avoid commenting on others food or how they eat.
- At lunches and during breaks, we avoid talking about work-related things and vary the conversation topics so that the same people do not always feel uninterested or left out. This applies to for example talking about children, hobbies, style, celebrities, and academic questions.
- If we bring food and coffee for everyone in the office, we try to keep in mind that everyone, regardless of allergies, diets, or other needs, can do so. Those of us who are responsible for buying the food should try to buy a variety of foods, so that both fruits and sweets are available for example.
- In this office, it is okay to celebrate or not celebrate any holidays, this is entirely up to each individual. We use a multi-religious calendar (that is posted in the large office room and uploaded in the Google Calendar).
- Regular breaks are planned before meetings. Short micropauses and energizers can be added if needed.
- We appoint someone who leads meetings for efficiency and clarity. However, it is a constant goal and the leader's responsibility to see that everyone feels like they can participate and are heard.
- At meetings and in other contexts, it is encouraged to test-think--that is, to be able to share an idea that is not fully developed. In this way, the group can help to develop the idea further.
- We make sure to vary days and times that we have social activities, and what kind of activity we do. We take turns taking responsibility for planning social activities. If we include "+1" on social activities, this does not necessarily mean one's partner. We do not comment if someone does not come to social activities.
- We consider the fact that we have different needs to recuperate and have alone time.

## Clients & business partners

- We never speak about our clients externally unless it is about official agreements.
- We show respect for both our clients and business partners by not speaking poorly of them or excluding anyone. If we want to criticize someone, we do it directly to the person in question.
- If someone is visiting the office, we are extra careful about how we speak and what is said, so that no one accidentally hears sensitive information.

## What do we do if someone breaks the code of conduct?

- The CEO has the primary responsibility for supporting and helping if someone breaks the code of conduct, but we can all help each other by giving input and feedback. It is common for the behavior to be unconscious, then it is enough to be made aware of the problem.
- In the moment, you can make the person aware by saying “remember the code of conduct!”.
- We also use the method, “ay, oh, ouch.” This means that if someone says something hurtful or offensive toward me, I say “Ay!” Then, the person who said the offensive thing says “oh, sorry” and we leave the situation. If someone says something that does not personally affect me, but that I think is inappropriate for another person or group’s perspective, I say “ouch!” The person who says the offensive thing says “oh, sorry” and we leave the situation. Of course, you can speak after the incident about what happened.
- For the person who is told that they said or did something wrong, it is easy to feel hurt, be defensive, or get stuck explaining yourself for a long time. At Make Equal, we assume that everyone who works here means well. When we hear that something we have said is perceived as offensive, we try to learn from the situation and avoid making the same mistake again, but we do not get stuck there and make it a bigger deal than necessary. We do not use those of us who are outside of the norm as encyclopedias.
- If someone violates the code of conduct repeatedly or in a very serious way, you can bring the problem up with that person--if you feel okay doing so. However, you should also inform the CEO (or someone else in the management team) so that they know what has happened and so that they can react to it.

## Suggestions, ideas, and other input

Do you have suggestions, ideas, or other input related to work environment, comfort, or safety? Bring these thoughts up to the CEO or another person in the management team. Your thoughts can be regarding anything--from cleaning to how you do not feel comfortable with the jargon during lunch. This can be done via email, telephone, a meeting, in a suggestion box in the locked cabinet in the large office room, or anonymously via this survey: <https://sv.surveymonkey.com/r/anonymfeedback>.

**TIP:** Make sure you know all of the grounds of discrimination (see below) and check yourself to see if you do or say anything that can be experienced as exclusionary or offensive.

Grounds of discrimination:  
Ethnic background, disability, sex,  
gender identity or expression,  
religion or belief, sexuality, and age.

Other power structures that can  
normally play into a situation are  
geography, private life, socio-  
economy, and political stance.