IMPACT HUB

— IMPACT HUB NETWORK

Code of Conduct

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— CODE OF CONDUCT - Preamble

Impact Hub's **Global Code of Conduct** embodies our standards for how we show up in the world - and to each other.

These aspirational ethical standards describe the conduct that all of us in this Association strive to uphold as Impact Hub members. Although adherence to the aspirational ethical standards is not always easily measured, conducting ourselves in accordance with these ethical standards is an expectation that Association members have of themselves as professionals- and of each other as business partners.

This is an umbrella document: it integrates our founding agreements, our identity and norms, our impact commitment through the dual lens of environment and diversity, equity, inclusion, and the policies that guard the integrity of our work and conduct.

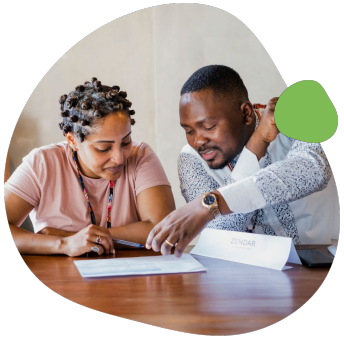
Impact Hubs, as independent entities in diverse contexts, are asked to align with our global ethic and encouraged to adapt into local policies and realities. All Network and Team members must obey the law in accordance to the jurisdiction of the place in which they reside and wherever they travel.

— CODE OF CONDUCT

Stepping stones

Our Foundation

Our Governance and Reason for Being



Our Conduct

The parameters we have agreed for how we will behave with each other and our communities

Impact-making

Our Impact-first commitment and living our code

Policies

Policies that support our commitment and behaviour

— OUR FOUNDATION

Our Governance

The Impact Hub Network is member-led, with the Association of individually owned and managed **Impact Hubs** - represented by the Association Board - as it highest level of decision-making.

The **Impact Hub Association** (Impact Hub Association - Verein zur Förderung sozialer Innovationen, co-founded in 2011) is registered in Vienna and operates across the entire world. The Association's purpose is to support enterprising initiatives for a better world by growing a locally rooted, globally connected community for measurable positive impact. (Articles of Association)

Impact Hub Company (GmbH, 2011) is a social impact, wholly owned subsidiary of the Association that operates as the collective impact backbone organisation of the network and as an engine to catalyse initiatives and partnerships to support Impact Hubs in their own efforts to contribute to the shared ambition, enabling the fulfillment of the Network strategy.

The Global Team is comprised of the Impact Hub Association Board + Impact Hub Company.
The **Network Leadership** is represented by the Global Team + **Association Representatives** (AREPs) of Member Impact Hubs.

The use of the name "Impact Hub" (and the rights derived by its use) is a protected trademark and is owned and governed by the Impact Hub Association.

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Our Reason for Being

Our Purpose (Why we do what we do): A just and sustainable world where business and profit are used in service of people and planet

Our Vision: Ambition 2030 (What we aspire to be in service of our purpose): Towards 2030, we are models for the business of the future. Harnessing diverse forces for good, we collectively lead the impact economy to be the present of our future.

Our Mission: (How we fulfill your purpose and vision) We build locally rooted and globally connected entrepreneurial communities for impact at scale. As measured by:

- Growing impact enterprises that pioneer and scale solutions
- Establishing large scale cross-sector collaborations to mainstream these solutions and the systems change they promote

Our Desired Impact: A regenerative impact economy that is accelerating positive social and environmental change. (derived from Ambition 2030)

— IMPACT HUB NETWORK

Our Conduct

We aspire to ensure that the highest standards are consistently maintained amongst our Members, while they are engaging in Network activities and when representing the Network or wider impact-making community.

The shared values of our Association are

- **Trust**. The members trust each other to do what they say they do. They may have different approaches but share an underlying positive intention and set of values.

- **Collaboration**. The members hold collaboration at the core of solving the issues of our time. The Members welcome diversity and the Association may partner with like-minded organizations to make a meaningful difference.

- **Courage**. The members have the courage to walk the path less travelled. They honour the past and pioneer new solutions.

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Our Conduct

The Association implements its purpose by the following operating principles, as per our Articles of Association:

Transparency. Members share important data openly to learn from each other faster and surface issues that the Association needs to address
Subsidiarity. Local empowerment (edge-led innovation), and standardization and/or centralization of what needs consistency in execution to be scalable.
Equity. Fair policies across the Impact Hub Network to support that each member should have an equal chance to be heard regardless of size
Prototyping. Continuously evolving towards the best achievable – learning faster and cheaper by testing out ideas instead of trying to perfect them or reach consensus before action
Diversity. Embracing all forms of diversity and active encouragement of different approaches without prejudice about where the best innovations will come from
Simplicity. Minimal regulation to allow for maximum freedom
Thrivability. The goal of a network resilient and sustainable
Participation. Active contribution to building the collective together;
Sharing. Sharing opportunities, practices and assets with each other;
Accountability. Honouring the articles, guidelines, protocols and agreements applicable to all members
Co-Stewardship. Collective value capture in co-design, co-production, co-ownership for maximizing impact

— IMPACT NETWORK

Our Conduct

Members of the Association are obliged to promote the interests of the Association and refrain from any activities that may harm the Association. The **Articles of Association**, our **Membership Agreement,** our **Protocols** issued by the General Assembly - and all other decisions being made by the General Assembly or the Association Board - need to be respected.

Each Member of the Association shall be committed to the highest possible standards of responsible governance globally and locally. Each Member shall adhere to the General Assembly's guidelines regarding responsible governance, transparency, confidentiality, disclosure and local fiduciary responsibility, namely the Responsible Governance Protocol. Each Member shall proactively disclose to the Association Board in writing, if any of these protocols cannot be adhered to due to a conflict with local legislation. Membership adherence to Protocols is regularly reviewed by the Impact Hub Association Board.

Members must be respectful to each other and shall not intentionally seek to damage another Member's reputation or business, and Members are encouraged to resolve amongst themselves, in good faith, any dispute that arises from professional interactions. Our Global and Member Impact Hub staff are called **Makers**. In 2019, our Makers co-created the **Makers Manifesto** to describe how we behave together as a peer network and across our community of communities. See next page.

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Makers Manifesto

We will never cease to dive deep into our **common purpose**.
Because sharing our bold intentions requires **unprecedented trust**.
So this is where we lay bare our weaknesses, and are honest about our capacities.
For us, **vulnerability** builds trust.
Adversity and obstacles, amidst ever changing scenarios, can only be tackled together.

We are all different, and there is strength in our truly **diverse tribe**, which shares humanity and seeks connectedness.
While **empathy** is not infinite, listening with intention reminds us to ask rather than assume.
Working together and leading by action is the way to **collective impact.**
An impact that we translate into individual, local, and global actions for people and planet.

It is truly about showing up.
Collaboration is not the easy option, but we choose it every day.
Our **commitment** to this global network drives us to create clear commitments and be accountable.
There is guarantee of a **safe space** through openness and flexibility
We are responsible to one another for **co-creating** the value of **this network**

Co-responsibility is co-ownership and we co-own Impact Hub.

— IMPACT HUB NETWORK

Our Impact-first Commitment

Environment

To address the climate crisis, we support impact entrepreneurs and cross-sector multi-stakeholder collaborations working on specific societal transition goals, such as: more inclusive sustainable food systems, more circular value chains, and interventions to bring emissions to zero (net zero). We also aim to walk the talk through greening our own spaces, working with Impact Makers growing ventures for positive environmental impact and initiating programs with partners for supporting green ventures. *[Environmental Strategy, 2021]*

Diversity, Equity, Inclusion

We are committed to working with diverse impact entrepreneurs and partners to reduce inequalities in the entrepreneurship ecosystem. We aim to make entrepreneur support accessible for underrepresented entrepreneurs including women, migrants/refugees, indigenous populations, people with disabilities, youth, seniors, and low-income entrepreneurs. We walk the talk by setting representation and equity targets in our Impact Hub teams so that we genuinely represent the local contexts in which we operate and actively engage underrepresented voices as part of our community. We continue to educate ourselves in building a culture of inclusion within our teams and across our Network. *[General Assembly motion, 2023]*

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Living the Code

Our Global Team and Members of the Association are expected to act with integrity in all their professional and business activities. Members should avoid actions or situations that are inconsistent with their professional obligations. Members may seek advice from the Global Team. Any Member found to be in breach of its commitment to the Association through the Articles of Association, Membership Agreement or Protocols will be subject to a Membership Review.

This Code may be amended from time to time by the Impact Hub Company Management Team, with sign off from the Impact Hub Association Board. Policies cover global operations; Impact Hubs as their own legal entities have their own local policies, which should uphold and maintain the standards set out in the Association agreements and our shared values.

— IMPACT NETWORK

Living the Code in our finances

All Network entities are required to comply with local and international laws aimed at preventing illegal financial activities. This includes following the rules that prevent financial transactions from being used to hide illegal funds, support criminal activities, or finance terrorism. As part of our commitment to transparency and compliance, all entities in our Network agree to act in line with Austrian and EU laws on the prevention of money laundering and terrorist financing. This means you follow the rules that prevent financial activities from being used to hide illegal funds or support illegal activities. *Ref: Austria's Federal Act on the Prevention of Money Laundering and Terrorist Financing in Financial Markets (FM-GwG – Finanzmarkt-Geldwäschegesetz, 2016) and Directive (EU) 2015/849 of the European Parliament and of the Council of 20 May 2015.*

Accurate and transparent records of all financial activities must be maintained. Members are required to keep proper documentation that can be reviewed to verify the legality of all transactions. These records should include contracts, receipts, financial statements, and any other relevant documents. Members are expected to regularly monitor their financial activities and report any suspicious behavior that might indicate potential money laundering or terrorist financing. This includes large, unusual, or complex transactions that lack a clear legal purpose.

— CODE OF CONDUCT

Our Global Policies

The Global Team conducts Impact Hub Network business guided by the following policies available here:

- **IH Global Team Code of Ethics**
- **Anti-corruption Policy**
- **DEI Policy**
- **Environmental & Social Responsibility Policy -**
- **External Comms Policy**
- **GDPR/Data Use Policy**
- **Harassment Policy**
- **Procurement Policy**
- **Public Interest Disclosure (Whistleblowing) Policy**
- **Safeguarding Policy**

Internally, Impact Hub Company also has an Internal Policies Handbook in place for its team that covers internal human resource, financial and operational process and procedures.

Document Details	
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