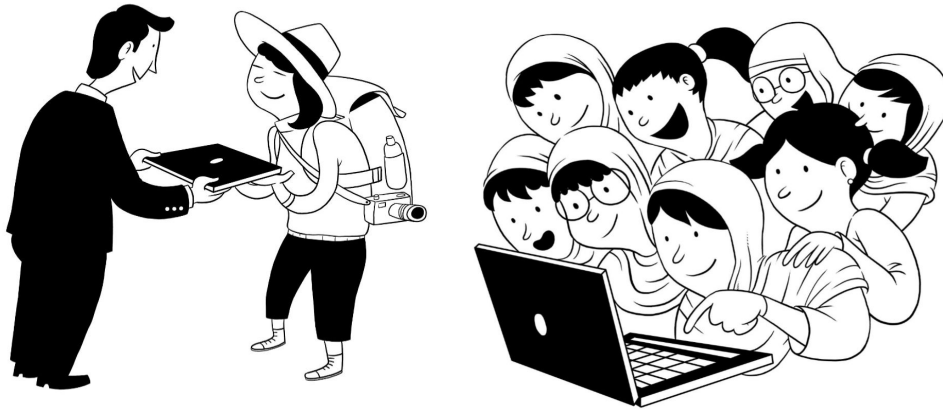


# Labdoo

## Code of Conduct



Valid from October 28, 2017

---

**Document control:**

Documents Name: Labdoo.org - Code of Conduct  
Date: 28.10.2017  
Version: 0.1  
Status: Draft  
Number of Pages: 6

---

<b>1. Labdoo Vision and Principles</b>	<b>3</b>
<b>2. Purpose of this document</b>	<b>3</b>
<b>3. Code of Conduct</b>	<b>3</b>
3.1. Basic Respect	3
3.2. Avoid in general	4
3.3. Careful conversation	4
3.4. Your conduct and actions	4
<b>4. Non-observance</b>	<b>4</b>
4.1. Terminology	4
4.2. Classification	4
4.3. Three Level Handling	4
<b>5. Decision-Making Guidelines</b>	<b>5</b>
5.1. Key Questions	5
5.2. Decision-Making Chart	6

## 1. Labdoo Vision and Principles

LABDOO is a humanitarian social network joined by people around the world who want to make our planet a better place by providing those in underdeveloped regions (both in the developing and the developed world) a chance at a better education.

The goal of the social network is to send unused laptops, ebook readers, tablet-PCs and any device that can be loaded with educational software to needy schools around the world using collaboration and without incurring any economic or environmental costs.

Labdoo exists as 'a tool' to help sustainably coordinate the mobilization of these unused educational devices and to distribute them to needy schools using global collaboration, without incurring any economic cost and without damaging the Planet.

## 2. Purpose of this document

The purpose of this document is to create a set of rules for Labdoo representatives and volunteers, which protects the organization and informs over Labdoo expectations. It shall also serve to provide guidelines and support Labdoo representatives and volunteers facing demanding or difficult conversations or situations.

The aim is to keep the set of rules short and to provide a simple basis of what Labdoo expects from all engaged.

Furthermore, it shall also show the internal process when customers or Labdoo representative/volunteers fail to observe the relevant instructions.

The Labdoo Team.



## 3. Code of Conduct

Labdoo has earned its great reputation for trust and confidence because we hold ourselves to a higher standard by adhering to our commitments, displaying honesty and integrity, and conducting ourselves honorably.

Everything we do in connection with our work at Labdoo is measured against the highest possible standards of ethical conduct. Our commitment to these standards ensures that great people join our network, be they volunteers or partners.

Please read the Code and follow both its spirit and letter, always bearing in mind that each of us has a personal responsibility to incorporate, and to encourage other Labdooers to incorporate, the principles of the Code into our work.

Keeping the following principles in mind will help us maintain that high standard:

1. Integrity
2. Our reputation as a humanitarian social network that our partners can trust is our most valuable asset, and it is up to all of us to make sure that we continually earn that trust. All

of our communications and other interactions with our partners should increase their trust in us.

### 3.1. Basic Respect

Trust and mutual respect are the foundation of our success, especially respect regarding:

- The high status of religion and family
- The pride of a freedom-loving and tradition-conscious population
- The vulnerability and experience made in the past years

### 3.2. Avoid in general

Try to avoid the following:

- Condescending, judgmental and discriminating remarks
- Undisciplined and improper behavior
- Insinuating or obscene statements or gestures

### 3.3. Careful conversation

During a conversation, be mindful of:

- The address of a person (courtesy form versus informal form)
- A polite, open and cooperative communication style
- Presenting clear, unambiguous instructions
- Always treating your counterpart in a way, as you would want to be treated yourself

### 3.4. Your conduct and actions

In your conduct and actions, be focused on the following:

- Make your instructions clear and understandable
- Be binding and patient while explaining your actions
- Be correct and modest while enforcing your measures
- Act with honesty and integrity when conducting your tasks

## 4. Non-observance

### 4.1. Terminology

Non-observance

- Failing to observe Labdoo Code of Conduct or relevant policies
- Causing harm or discomfort
- Jeopardising Labdoo activities by disruptive behavior

### 4.2. Classification

Main categories (internal and external)

- Those who behave abusively in general
- Those who refuse to follow Labdoo rules
- Those who repeatedly disregard Labdoo instructions

### 4.3. Three Level Handling

All observation, actions or decisions taken are to be reported to Jordi Ros-Giralt.

#### Level 1

Customer (or Labdoo representative) receives a verbal or written warning on account of disturbing behavior. The relevant person stops disturbance — no further action is needed.

#### Level 2

Customer (or Labdoo representative) receives a verbal or written warning on account of Labdoo brand damaging activities. The relevant person stops — no further action is needed.

#### Level 3

Customer (or Labdoo representative) continues to conduct disturbing behavior or image damaging activities. The relevant person shall be informed of the discontinuation of any further collaboration.

## 5. Decision-Making Guidelines

### 5.1. Key Questions

When considering any action, it is wise to ask some key questions that can help identify situations that may be unethical or inappropriate:

- Is my approach consistent with Labdoo's guiding principles, Code of Conduct, and policies?
- Am I comfortable knowing that I am not misrepresenting information or deviating from those guiding principles or Code of Conduct?
- Will my approach build trust and credibility for Labdoo?
- Will it help create a working environment in which Labdoo can succeed over the long term?
- Would I be comfortable with my approach being published on social media?
- Would I be comfortable with the example it sets for future decisions?
- Is the commitment I am making one I can follow through with?
- Is this the right thing to do?

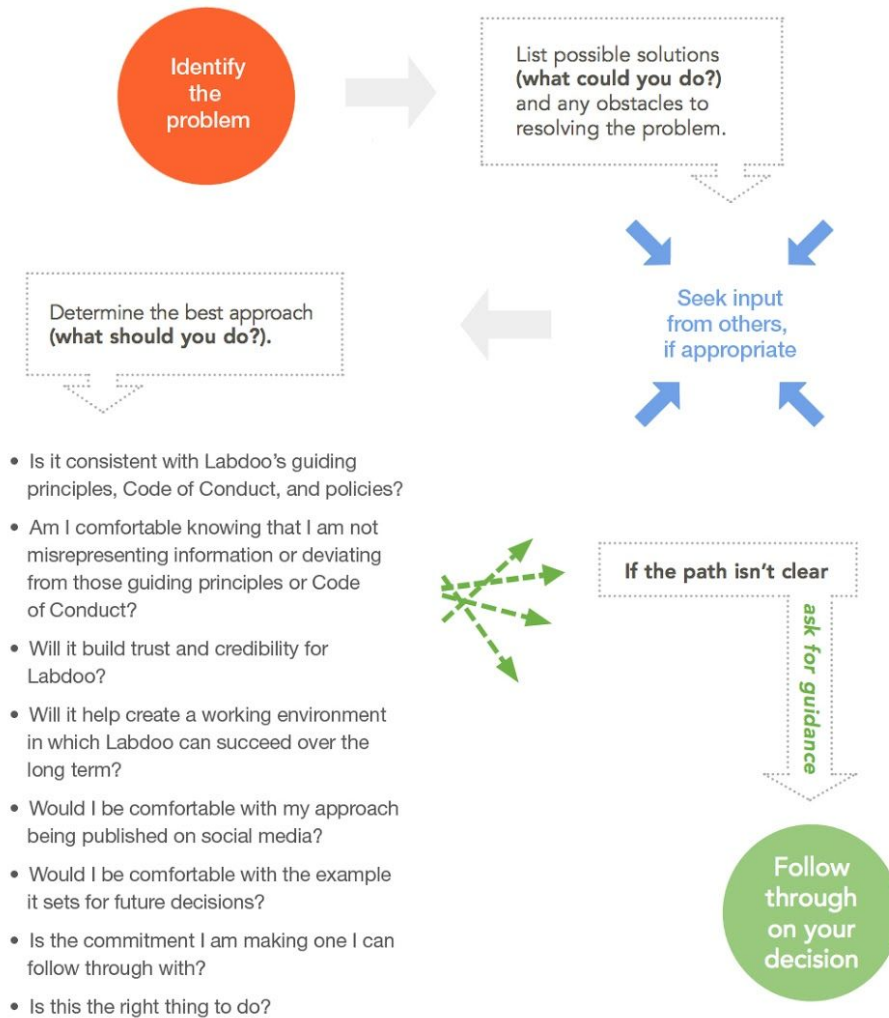
The only way we will maximize trust and credibility is by answering “yes” to those questions and by working every day to build our trust and credibility.

At times, we are all faced with decisions we would rather not have to make and issues we would prefer to avoid. At Labdoo, we must have the courage to tackle the tough decisions and make difficult choices, secure in the knowledge that Labdoo is committed to doing the right thing.

It's impossible to spell out every possible ethical scenario we might face. Instead, we rely on one another's good judgment to uphold a high standard of integrity for ourselves and our network.

## 5.2. Decision-Making Chart

### Labdoo.org Decision-Making Guidelines



#### Empowerment

You can deliver great experiences for our dootrippers and edovillage partners. Labdoo supports you in doing the right thing and making decisions with integrity.

#### Responsibility

You play a critical role in ensuring that Labdoo is a great environment to work in, and in protecting our reputation, culture, and our brand.

#### Support

If you are unsure of what to do in a situation, you have resources available to you including our templates and Code of Conduct. Contact the Labdoo team if you have any questions.