Code of Conduct
Purpose

At Blinkist, our values shape our way of work as an organization. How we interact with and treat each other is directly shaped by the Blinkist value system, too. However, having values isn’t always enough—especially if we’re striving to create a truly inclusive organization.

We have a Code of Conduct not because we assume inappropriate behavior will happen, but because we trust in the remarkable level of respect among our team and its members. We believe in making our values visible and actively lived, and we clearly define our responsibilities and accountabilities to each other as an explicit part of working for and with Blinkist.

In line with our Blinkist values, it’s a non-negotiable expectation that every team member takes personal responsibility for upholding the Code of Conduct and applying it in their daily lives at Blinkist.

The Code of Conduct applies to team member interactions in all areas of our shared professional lives, including events hosted by Blinkist, shared online spaces (Slack, Asana, Trello, e-mail, etc.), social media, and in the forms and practice of giving feedback.

It also applies to the way we interact with customers, clients, partners, and external providers. In short, any situation or at any event where we represent Blinkist.
Values

SUPPORT EACH OTHER

We celebrate our colleagues’ achievements, their strengths and contributions; and we value constructive, critical feedback as crucial support on our route to continuous development.
STRIVE TO LEARN AND GROW

We relish the chance to learn, and share our knowledge so that others can evolve, too. When we make mistakes, we own them and take them as an opportunity to grow.

OPTIMIZE FOR OUTCOMES

We seek opportunities to simplify and fixate on the right outcome for our customers. The process (or how we get there) is malleable, open for experimentation; because we know it's outcomes that will make an impact.

COMMUNICATE DIRECTLY

We frequently ask for feedback, embrace it as an opportunity to learn, and deliver feedback clearly and directly to those involved, in a timely way. We listen closely, set clear expectations and challenge others when data or experience suggests an alternative perspective.
We proactively share any information our colleagues need to do their best work, in a clear and accessible way.

In order to learn quickly, foster innovation, and create impact, we dare to take informed risks. We provide a safe and supportive environment where we can share our learnings and learn alongside each other.

Supporting and maintaining accountability means more than just sticking to a to-do list: it means taking ownership for the outcomes of our actions.
WE USE INCLUSIVE LANGUAGE.

While English is our common work language, not everyone is a C3 English speaker. Avoid gendered language, as well as slang and idioms which might be hard to translate to other languages—or be deliberate in explaining them so everyone understands.

WE RESPECT TIME DIFFERENCES.

We involve our team members wherever they are located and use such tools that enable remote work no matter how big the time difference is. That is why we pay attention to time zones when we schedule meetings or events.

WE FOSTER INCLUSIVE HABITS.

Embrace practices that are inclusive and productive for team members wherever and whoever they are. Make good use of asynchronous communication and accessibility tools, practices, and features.
WE RESPECT AND CELEBRATE DIVERSITY.

We refrain from demeaning, discriminatory, or harassing behavior and speech that would be hurtful and/or offensive to others.
Harassment is not tolerated at Blinkist

This includes offensive verbal comments related to gender, sexual orientation, disability, physical appearance, body size, race, or religion, or based on any other ground as well as deliberate intimidation, stalking, following, harassing photography or recording, inappropriate physical contact, and unwelcome sexual or romantic attention.

Threats, or any versions of threats, are not tolerated at Blinkist.

Threatening someone verbally or physically, including any threat or act of physical violence, is considered a direct violation of this Code of Conduct.

Unacceptable Behaviors pose a direct threat to our values. They will lead to disciplinary actions, which may include termination.
Who is covered by this Code?

- All freelancers
- All team members at all levels of the organization
Why is reporting a problem important?

We all have a shared responsibility to make Blinkist a safe and comfortable space for every individual. Reporting Code of Conduct violations helps us identify when trust and empowerment have been broken, prevent it from happening in the future, and attempt to rebuild that trust and foster it again however possible.
How should I report a problem?

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<td>Address it directly. If you're comfortable bringing up the incident with the person who instigated it, pull them aside to discuss how it affected you, by using the <a href="#">NVC method</a>.</td>
<td>Talk to your Circle Lead. It's expected that your circle lead knows the dynamics of the team you belong to, which would qualify them as a good person to look to for advice. They should also be able to talk directly to the team member in question if you feel uncomfortable or unsafe doing so yourself.</td>
<td>Talk to a member of the People &amp; Workplace Team. People &amp; Workplace Team members are there to talk to you in person or remotely about the issue and help figure out what steps to make next. You can directly approach anyone on the team.</td>
<td>Talk to a peer or mentor. If you have a trusted peer or mentor in the organization you feel comfortable approaching and opening the conversation, reach out to, and discuss the situation with them. They may be able to advise on how they would handle it or can support you in bringing the issue to those who can effectively help.</td>
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In all cases, the People & Workplace team will make every effort to stay in clear communication with anyone who reports a problem, maintaining confidentiality whenever possible. Depending on the severity and urgency of a particular issue, the member of the People & Workplace team you've spoken to may need to escalate a report to our legal partners.

LEARN MORE ABOUT OUR SEXUAL HARASSMENT POLICY & HARASSMENT & DISCRIMINATION POLICY
Committing to Self-improvement

We all make mistakes and it's not expected that we all have a perfect track record. What is expected is that we own up to and learn from those mistakes, and demonstrate a clear and persistent will to improve.

Keys to self-improvement:

→ Have an open-mind
→ Avoid defensive behavior
→ Own your mistake: apologise, try not to repeat it – Commit to doing better
→ Commit to doing better