

# LSE Generate Code of Conduct

## Introduction

We believe entrepreneurship should be the great equaliser. As a hub that shines a light on socially responsible entrepreneurship, it is our duty to lead by example. The LSE Generate Code of Conduct is a guideline for all LSE Generate Community Members.

We define a Community Member as:

- Staff
- Contractors
- Co-working space users
- Event attendees (online and in person)
- Event speakers, judges and mentors
- Suppliers

Our mission is to ensure that our community has equal access to resources, and support and that Community Members have a safe and secure environment in our physical or virtual spaces.

The Code of Conduct is underpinned by the ambition of LSE Generate and illustrates the hub's core values and the associated behaviours that we are committed to demonstrating and that we expect from our Community Members. Furthermore, the Code of Conduct is bolstered by the LSE wide [Ethics Code](#) and the UNSDG's.

## Our Guiding Values

1. Inclusion
2. Bravery
3. Responsibility
4. Sustainability
5. Empathy
6. Collaboration

If a Community Member's experience falls out outside of these values, they can email Laura a via [generate@lse.ac.uk](mailto:generate@lse.ac.uk), speak to a member of the Generate team in person or report their experience to the School [here](#). Please note that Mental Health support is available through the [LSE Counselling Service](#).

## Inclusion

We believe that supporting a diversity of skills and needs is key for building a sustainable and joyful world. We understand that all of our Community Members bring with them a variety of identities and experiences, including experiences of discrimination, through multiple intersecting lenses. We recognise as 'discriminatory' any behaviour or practice that treats an individual or a group of people less favourably on the basis of their gender, sexuality, race and ethnicity, class, religion, income, nationality, disability, gender identity or health. We also recognise that these forms of discrimination can be subtle, pervasive and uncomfortable to confront.

### **We commit and expect our community to:**

- Conduct ourselves in ways which build trust and goodwill between stakeholders, regardless of background or experience.
- Communicate with respect by avoiding language that could cause offence, hurt or be dismissive and adapting your language to people's preferences when referring to each other's identity.
- Ensure that our recruitment and selection processes as part of all our restricted opportunities such as funding competitions, accelerator programmes, retreats and treks or work opportunities within Generate are transparent, equitable and non-discriminatory.
- Provide an atmosphere free from discrimination, harassment, bullying, or other behaviours designed to victimise and cause distress, and one that is vigilant against discriminatory and inequitable practices. LSE's policy on Discrimination and Harassment can be found [here](#). If any Community Member experiences discrimination, they can:
  - Notify a team member by emailing Laura at [generate@lse.ac.uk](mailto:generate@lse.ac.uk) or speaking to a member of the team in person for immediate action to be taken within the Generate community
  - Report your experience to the School, [here](#).
  - Contact LSE's '[safe contacts](#)' who provide a confidential signposting service.
- Cultivate an understanding of how issues surrounding discrimination affect entrepreneurs, particularly for those from underrepresented backgrounds.
- Be active allies to our community by challenging biases and taking action when witnessing aggressive or abusive behaviours.

## **Bravery**

At LSE Generate our work is driven by the courage of entrepreneurs to innovate and we match that courage with bravery of our own; to have uncomfortable conversations, challenge our preconceptions, and to prioritise equity and diversity in all our activities.

### **We commit and expect our community to:**

- Take collective responsibility for ensuring an equitable environment in our Co-Working Spaces and at any of our online or in person events or programmes, including ceasing collaboration with partners and stakeholders who do not uphold these values
- Ensure equity and equality is a job for everyone, not just those people from minority backgrounds.
- Collect and evaluate feedback from our stakeholders to ensure we understand the state of diversity and inclusion within LSE Generate.
- Challenge ourselves and all our stakeholders to find new ways of working more fairly and equitably and that we operate with openness, intellectual curiosity and a willingness to evolve.

## Responsibility

At LSE Generate we commit to conducting ourselves in a way which cultivates trust, belonging and clear communication. We value our relationships and we're here to support good ideas and safeguard our Community Members. For us, responsibility is a two way street; we are accountable to our stakeholders and they are accountable to us.

### **We commit and expect our community to:**

- Be respectful of the different skills, experiences and identities of those they share physical and virtual spaces with.
- Stay honest and open in their communication with fellow Community Members.
- Respect confidentiality within physical and virtual spaces. If confidentiality is broken due to a safeguarding risk, be honest and transparent about why it has been necessary to do so.
- Keep clear boundaries, ensuring that all job roles, briefs and contracts are as clear and comprehensive as possible. All academic, research, teaching and professional services staff are in a position of trust. It is important that they demonstrate professional behaviour and act in accordance with the [Ethics Code](#), especially in regards to [personal relationships](#). If a Community Member experiences sexual harassment, they can find appropriate support from the School, [here](#).
- Conduct ourselves in a manner that does not impact the wellbeing of other Community Members.
- Acknowledge and investigate experiences of discrimination or abuse when brought to the team's attention.
- Strive for excellence by embracing ambition, addressing shortcomings, improving processes, and equipping our team and community with the necessary tools and knowledge required for support.

## **Sustainability**

LSE Generate understands that sustainability is a wide ranging value which underpins all our relationships, not just the one we have with the environment. It's not enough for us to live up to the values in this Code of Conduct; we must be able to do so consistently within a rapidly changing global economic and political landscape.

### **We commit and expect our community to:**

- Prioritise wellbeing by conducting ourselves in a way which supports the mental and physical wellbeing of all Community Members.
- Be accountable for promoting a healthy work life balance and sharing tools and resources to do so to our wider community.
- Actively minimise the impact our activities have on people and the planet, ensuring the wellbeing of future generations.
- Purchase responsibly, paying particular attention to food & drink packaging, the country of origin of products and limiting the use of single use plastics.
- Continue to educate ourselves and our Community Members about embedding sustainability within businesses, particularly through our Sustainability and Social Innovation Clinics.

## **Empathy**

We believe that showing empathy towards our Community Members is essential for creating a positive, productive, and inclusive environment. LSE Generate is committed to supporting each other through respectful, understanding, and cooperative behaviour.

### **We commit and expect our community to:**

- Champion entrepreneurs in their journeys by providing constructive support and feedback when sought.
- Be supportive and compassionate by seeking to understand what others may be experiencing and supporting Community Members during challenging times.
- Feedback will focus on the issue, not the person and be delivered in a solution-oriented manner that employs active listening and uses non-judgemental or threatening language.

## **Collaboration**

By embedding collaboration as a core value, LSE Generate demonstrates its commitment to creating a community that prioritises a people centred approach to unity, continuous improvement, and shared success.

### **We commit and expect our community to:**

- Practice active listening by listening to Community Members fully, seeking to understand their perspective before responding and showing acknowledgment and appreciation for others' ideas, even when they differ from your own.
- Ask clarifying questions and avoid making assumptions about Community Members. Ask questions that help clarify and deepen understanding.
- Embrace diverse perspectives by encouraging all Community Members to share ideas and experiences. Make sure that all voices have opportunities to contribute.
- Challenge bias by being aware of their implicit or explicit implications, and actively work to minimise their impact on collaboration.
- Openly sharing knowledge, resources, and ideas to strengthen the Community as a whole.
- Be accountable for individual actions and take responsibility by following through with commitments.



**Generate**

Entrepreneurship at LSE ■