

Our code of ethics

Our Code of Ethics (COE) defines who we are as The Social Handshake, shapes the way we work and how we make decisions.



The
Social
Handshake

Our mission and vision

When we see war, climate change or poverty, we want to do something! But where to start? Often barriers limit our good intentions: we don't have time, or it simply slips our mind... This means there is untapped potential for a sustainable and just world.

That's why we founded The Social Handshake! A social handshake is a synonym for doing good. We make doing good easy and together with employers, employees and charities, we contribute to a sustainable and just world.

Our values

We work according to these values: **Simple, Social, Impactful and Fun.**

Simple

Doing good is straightforward and easy for everybody.

Social

Doing good means being involved, empathetic, sustainable and is accessible.

Impactful

Doing good is effective, efficient, and transparent.

Fun

Doing good is fun and makes people happy.

These four values are the backbone of The Social Handshake, and they can be found: in the way we provide our services; in the way we interact with colleagues, customers, and suppliers; in the way we work towards the goal of making good easier. In our daily work we stick to those concepts, and challenge ourselves to make our decisions sustainable and even more socially responsible.

However, not every ethical decision is easy to make based on those principles. In that case, we value own judgment and common sense, and use the possibility of discussing dilemmas with colleagues. We see those discussions as chances to grow and learn about each other.

Diversity and Inclusion

Next to these values, The Social Handshake also actively strives for a diverse and inclusive organisation, where anyone can feel at ease, work in a welcoming environment and feel welcome when working with us. To foster this, The Social Handshake protects and celebrates the expression of all identities, regardless of gender identity, sexual orientation, cultural and religious background or otherwise.

Furthermore, we do not accept discrimination on any grounds. We take responsibility for our words and actions and give constructive feedback on those of others. We believe that diversity is a driving factor for success, no matter the background and the identity of the people in our team. What connects us is the values we share, our work method, our mission, and our vision.

Communication

Our way of communicating is direct, and we appreciate feedback and different points of view. We make sure that different ideas can be expressed without worries, and we embrace them as a starting point for growth. The same is valid for questions. We all benefit when employees prevent mistakes or wrongdoing by daring to ask the right question at the right time.

Goal orientation

The Social Handshake works as a goal-oriented team, and we believe that together we can go further. Every step towards the goal, no matter how small, should be celebrated, and every personal success is a success for the whole team.

Integrity

Social responsibility, inclusivity and sustainability is something The Social Handshake appreciates in other businesses, as well. For this reason, when we are the customers, we find it important to rely on businesses which reflect our values, and work according to our principles. This way, we make sure we act ethically in all our relationships, and honour our integrity by avoiding conflicts of interest.

The Social Handshake's commitment to integrity also relies on complying with laws, rules, and regulations regarding our work. Our employees have a wide understanding of the policies and regulations which apply to their role, but, in case of doubt, we seek advice from other resource experts.

Confidentiality

When handling sensitive information, The Social Handshake makes sure it stays at a confidential level. By complying with the General Data Protection Regulation (GDPR), we grant a high standard of privacy to the customers, and make sure that personal information or information about the donated amounts is not shared publicly.

Ethical Behaviour

At The Social Handshake, ethical behaviour does not simply happen. It is the result of models coming from the top, expectations in the behaviour, and clear and direct communication. Ultimately, our actions are what matters.

Your kindness counts



The Social Handshake

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