



Employee Handbook

Welcome to Impact Hub Ticino!

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In this handbook you will find useful information that will help you get started and guide you during your time with Impact Hub Ticino. Please read this information carefully and don't hesitate to ask if anything is unclear!

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About Impact Hub Ticino

Our purpose and mission

Building better businesses. Designing impactful solutions. (Re)imaging the future. This is what our Global Community of impact-driven entrepreneurs, creators, innovators and intrapreneurs does; taking action - today - to create a better tomorrow for people and the planet.

At Impact Hub we make collaboration happen. We connect entrepreneurs, innovators, investors and the public sector. Why? To enable inclusive and sustainable innovation at scale. We believe that the time to act is now. And the way to act is together.

In Ticino, we aim at engaging the community on a personal and collective journey toward a collaborative and sustainable future. We act within the local ecosystem, we enable initiatives, projects, entrepreneurs to plan, experiment and take action for a better future for all.

In virtue of the above, Impact Hub Ticino objective includes the following activities:

- Establish and run a physical space, where people can work, collaborate, generate new business ideas and translate them into reality.
- Create a community of change-makers, by raising awareness on sustainable and inclusive practices, circular economy, social finance, social innovation, collective intelligence...
- Develop and run projects and programmes, to enable and empower change makers, entrepreneurs, innovators and investors to find solutions to today's more pressing issues.
- Support the collective and individual journey toward a more sustainable way of living and economy.

Impact Hub / Impact Hub Ticino / Impact Hub Switzerland

Impact Hub worldwide has been a catalyst for entrepreneurial action for 15+ years. It all started in 2005, with one community in one city, London. Impact Hub was a space for anyone who had an idea for a better world to meet and collaborate - a place where ideas turned into impact.

The story of Impact Hub Ticino started in late 2019, when Carlotta visited Impact Hub

Zurich and together with Paolo, Marco and Simona decided to open a Hub in Ticino. Not in Lugano, nor Bellinzona but within the whole region.

Throughout 2020 Tiziano, Stefano, Manuela, Tommaso and Sara joined the co-founding team and thanks to their work as passionate, stubborn and dedicated volunteers, the demand to become an official Impact Hub was submitted to Impact Hub Global in Vienna. In May 2020 Impact Hub Ticino officially joined the global network of 24'250 people, 100+ communities in more than 60 countries across 5 continents. Impact Hub Global is a cooperative, where each hub has a vote. Few months later Impact Hub Ticino opened the doors of Villa Gujoni in Lugano.

Today, Impact Hub Ticino is an active member of the Impact Hub Switzerland association together with Impact Hub Zurich, Basel, Bern, Geneva & Lausanne.

Our offices

Our head office is located in Villa Gujoni in Lugano, Via Ciseri 3. Here we share the space with our members and coworkers. We like it when everyone feels at home, responsible for the space, furniture and materials.

We allow home office and flexible working hours (please discuss this with your team) to all team members, but we encourage you to be at the hub as much as possible.

For the IH Ticino Team we don't have a dedicated office and we have a free seating policy, so every day when you arrive you can decide where to sit and work. Take your pick!

The kitchen is for everyone to use, so you can make your own lunch there if you want. At the bar you will find tea, coffee, snacks, beer, etc. These are for everyone, just take what you want when you want it (please, moderate yourself in consuming alcoholic beverages during working hours...). Coffè and tea is free of charge for team members, drinks and snacks have to be paid. If you finish something, make sure you communicate it!

We mostly consume organic food and drink from the local health stores. We suggest to all new employees to follow this healthy example.

Office Guidelines

Our office is not a place where you come in, sit down, work and go home, but a place in which to meet people, interact, brainstorm and co-create. We have whiteboards,

flipcharts, writing walls, and windows which we encourage you to use with your team, or with other teams, every week.

Our office is a place in which we generate and create impact for people and the planet, collectively. It is a place in which to engage in meaningful conversations and debates, work together on specific tasks, master new skills and teach something to others.

The open space setting is a conscious choice made to promote and encourage collaboration and co-creation. Please remember to respect your colleagues at all times when working in this setting. If you have a call or a meeting, book and use the meeting rooms, phone booth or the garden (when possible). Keep your voice low when collaborating with others and remember to schedule a time for brainstorming or knowledge sharing so everyone who wishes can participate.

Working from home

At Impact Hub Ticino we mostly work from the hub. We are anyway flexible, and, if your position allows it and your team agrees, we also give you the opportunity to work from home for a certain amount of time. The trick is to balance office/home work correctly. We prefer that new employees work from the office every day for as long as they require help and assistance from others.

Do keep in mind that the office is not just a work space, but also a place in which people meet, interact, share ideas and have fun... so make sure you don't miss out on all that's happening here! You can use our app Nexodus to keep in touch with other members, and to have an overview of upcoming events.

Working hours

Office hours are flexible. Most of us start at about 8:30 am and leave at around 6 pm, but it's really up to you, as long as you are on time for meetings and the rest of the team agrees to your working hours. On average, you should work 40 hours a week. How you spread these hours over the week is up to you and your team. Please communicate this in advance at the beginning of each sprint and share your monthly shifts on your calendar, so everyone can plan accordingly. You are required to be present at the daily call (every morning, for fifteen minutes flat at 8h30am), team meetings and sprint sessions.

In case you plan to work overtime (to hit a deadline or to run an event for example), please coordinate it within your team and seek for approval in advance (a week before). If you are working on a part time contract, remember to register your working hour in

your calendar as soon as you receive the go ahead! Overtime hours shall be regained within the same week, if not otherwise agreed.

Depending on your role, you will also be asked to attend evening's events and sometimes week-ends activities. We ask your full flexibility on this, and we warmly encourage all team members to spontaneously participate in events organized by other team members outside of working hours. Participation in events as a "guest" should not be marked in the working hours.

Our Governance structure

Impact Hub Ticino is a non-for-profit Association, with its own [Statutes](#), [Rules & Procedures](#). The supreme body of the Association is the General Assembly. The General Assembly nominates the Executive Committee, approves the accounts, defines the macro objectives and overall makes sure that the activities of Impact Hub Ticino are aligned with its own values, targets and vision.

The Impact Hub Ticino Association Executive Committee represents and manages the Association's ongoing activities. Usually, the Executive Committee nominates or recruits a Management Team to support its tasks and manage the programs and the activities of the Impact Hub.

How we work

At Impact Hub Ticino we have a flat structure. This means that everyone has a specific role with its own responsibilities and is accountable for her/his own work. Everyone has a voice in defining strategies and in decision making processes. As a management tool, we use Click Up and embrace Agile methodologies.

Priorities, Sprints and Daily alignment

Every 6 months we define the strategic priorities, we extrapolate the value streams to work on and we set up the teams. From there the teams define 4 week long Sprints, and have joint sprint planning/review/celebration meetings every month.

Each team and team member articulates between its daily tasks and the sprint priorities, depending on its function, the overall priorities and its monthly time availability. Teams that require additional human resources to roll out a specific Sprint Activity, can ask to borrow resources from other Teams during the monthly planning meeting.

Every day we have a 15 minutes, virtual, daily morning meeting all together, to align ourselves and feel part of a cohesive Team. During the Daily meeting we share anything relevant we have accomplished the day before, and we communicate our objectives, plans for the day. This is the moment when to ask for help and support from other team members, to communicate any important information or issues. During this meeting we don't discuss solutions, but these are eventually taken separately during the day by the specific team.

When you agree to work with your team, you accept to have specific tasks, projects and personal goals, you can make autonomous decisions (based on your tasks and area of competence) and you consult your colleagues for complex issues.

Methods are reviewed yearly and everyone is more than welcome to give feedback and bring concrete ideas on how to improve the working methodology.

When you are hired, you will be paired with a team member that will be your support for at least 3 months. This person will be your point of reference within the company and will help you to define your personal goals and responsibilities, and will support you in learning the tools etc.

Internal communication tools

Our main communication tools are:

- We talk to each other as we are a small team and we share the same office. We share during the Sprint reviews & celebration, when defining the 6 months priorities and during the Daily call.
- Slack - for team collaboration, general information and decision making. Some workspaces and channels are shared with partners and collaborators from other organizations. Browse all channels and join the ones that interest you.

Slack has the advantage of being accessible to all team members, thus facilitating information sharing and transparency. It shall be used as much as possible!

- Whatsapp - to join the daily call every morning and for immediate discussions and random things.
- Email - to communicate with customers, partners and collaborators.

Community Life

We are part of a Local and a Global Community of impact-driven entrepreneurs, creators, innovators and intrapreneurs. We facilitate experience sharing, cross pollination and collaboration and we generate platforms and opportunities to interact locally and globally.

If you can plan your day accordingly, and you are not postponing any important work, you can of course also take part in the Impact Hub global chats and events, and participate in the weekly community events in Impact Hub Ticino during working hours.

Community events take place every week and a team member of the coworking team is always present. You are more than welcome to participate, and in case you want to offer your own activity (can be monthly, or weekly), you can talk to our community manager.

Our communication tool toward the Impact Hub Ticino members & co-workers are:

- Nexodus, with its message board open and accessible to all the coworking members. Nexodus is the main communication platform toward our community.
- Newsletter: we send a newsletter every two months, sharing with our bigger community events programme and much more.
- Social Media: We use social media to communicate our programs and activities and to share impactful stories and inspiring news.

Hubonaut

An hubonaut is a volunteer who sits at the welcome desk and supports the operation and community managers on daily tasks. Please always be nice to hubonauts, and remember that they are volunteers and therefore are just a support so don't overload them with ad hoc tasks.

If you know someone who could be a great host, please introduce her/him to our operation manager.

Hubonauts shall commit at least 1 full day a week over a minimum of 6 month period. In exchange they are integrated into the Impact Hub Community and gain access to a "Nomad" membership.

Sometimes, it could happen that the operation manager asks you to cover half a day shifts. We kindly ask you to be available when needed. You can have an overview of hubonaut tasks by reading the hubonaut guide [here](#).

Team building/activities

Every second month, on a rotating basis a team member is responsible for organizing a Team learning or leisure activity. These can vary from a lunch all together to a swim at the lake, a presentation on a specific topic (horseback riding, bread making or photography ...) or a movie night. Be creative, and make us discover your interests and hobbies!

Every year, in Summer, Impact Hub Ticino organizes a 2 days, "sleepover", adventurous retreat. The retreat is an opportunity to review the Impact Hb Ticino achievements and plan the next steps together with the Association members. The retreat is also important for team building among all members of the associations and team. The participation in the retreat is mandatory for all team members, association members and employees, and should count as 1 working day.

Every year, around March, Impact Hub Ticino association organizes an assembly with its associate members. Team members are invited to join (without voting rights) for sharing their work and to contribute to the overall strategic direction of the Impact Hub. Participation in the association assembly for the association members is voluntary and is regulated in the associations' statutes and regulations.

Failure

At Impact Hub Ticino it's ok to fail: we believe people don't learn from their success, but from their failures. In fact, we even celebrate failures by hosting events such as the Fuck up night. So don't be afraid to try something and fail. Be proud and talk about it.

Taking care of the environment, the people, the SDGs

Environmentally friendly workplace

Wherever you choose to work from, it is important that you practice environmental stewardship. In the office we always recycle paper, plastic, glass and compost. We are making our best so that our offices are cleaned with non-toxic products and our whiteboard pens are water based. We encourage everyone to follow these practices in their own home too. We have a list of preferred vendors for any office supplies you may need.

Corporate travel

We try to limit corporate travel by choosing video conferencing whenever possible. However, sometimes it is necessary to travel and meet people in person. When traveling we all prefer economy class for trains and flights, and Airbnb apartments or small family run hotels for overnight accomodation. This is because we like to help the local economy, wherever we are staying.

Commuting

When commuting to and from the office, please be mindful of the environment. If you like cycling you can park your bike in our garden. Being in the city center, public transport options are also widely available. If you come to the office by car (an internal combustion engine or electric one), you can book your parking in our garden and you will be charged accordingly at the end of each month.

Volunteering

Impact Hub Ticino encourages volunteering and offers up to 3 days /year paid time off for such activities upon request.

You can reach out within the Impact Hub Community in Ticino and jointly organize valuable, volunteer work with one of our partner organizations. If you have projects you would like the team to volunteer for, please let us know!

We can suggest volunteering as a farmer with SEMiNTERRA!, a cooperative of local farmers that regularly needs your help in managing their fields. Seminterra also provides fresh, seasonal vegetables on a weekly/bi-weekly basis here at Impact Hub Ticino. If you want to learn more and subscribe to their "cassetta" go [here](#).

Local suppliers

Impact Hub Ticino prefers local suppliers wherever possible. All suppliers are screened for negative practices (ie. no child labour!) and we always prefer those who go beyond neutral and have a positive impact on the world: B Corps, companies that provide a public Sustainability Report, companies with that share our values and with whom we can establish a partnership. Currently the Ticinese ecosystem is scarce of such previous suppliers, but we are working in supporting and building an ecosystem.

Salaries, benefits and leave

Here's what we have to offer:

Salaries

Salaries are set according to your category and level of experience and are reviewed accordingly. You will find more information about your salary in your contract agreement.

Salaries are paid out at the latest on the last working day of every month.

Impact Hub Ticino does not pay for overtime, so make sure you balance your work week correctly: you are required to work not more than 40 hours a week.

You can claim back travel expenses for traveling and other costs that have been previously approved by the team through the [appropriate form](#) (follow the instructions on the form).

Bonuses and awards

Impact Hub Ticino is a place where each of us takes care of the rest. That's why we love the idea of giving a prize to teams instead of individuals. Bonuses (when we can financially afford them!) are distributed to the whole team who has to share it out in a specific timeframe. If the team is not able to agree on how to share the bonus in the specified time, the whole sum will be used for other projects instead, preferably one in the Impact Hub Team pipeline of ideas. The idea is to think about the bonus from the perspective of your colleagues and try to understand why it would be essential for them to receive it.

Volunteer for Impact Hub Ticino

Members of the associations (and sometimes Impact Hub Ticino community members) are invited to work for Impact Hub Ticino within the needs of a specific programme, priority or event. When such work exceeds 5 days a year, then the collaboration shall be defined in a specific Agreement between the member (the volunteer) and the Association Committee.

Such Agreement specifies the roles and responsibilities, work modalities, the expected number of days as well a corresponding daily rate for such work. At the end of the year, each volunteer, together with the Management team, decides how to use the total

financial amount generated during the year. This can for example be allocated to the team, donated to internal or external projects, reinvested in the association, etc.

Personal and professional development

In Impact Hub Ticino we believe that all employees should have the possibility of continuing their professional and personal development and acquiring new skills and qualifications during their time with us. We therefore encourage peer learning, exposure to new ideas, interesting readings and we also offer - whenever possible - formal courses and field visits within or outside the Impact Hub family. So if you're interested in learning something specific, just ask. Time invested in this kind of activity should be previously discussed with the team and is not to be included in the working hours.

Vacation

You are allowed 25 days of paid vacation per calendar year plus the day of your birthday (if it happens during the week!). 70% of vacations have to be taken during the solar year, and shall not be transferred to the next year. If you require more vacation days than you have, you can request for unpaid vacation or, in some cases, "borrow" days from the next calendar year.

Long holidays (5 or more days) shall be planned in advance (as early as possible) and discussed within your team. Shorter ones shall be communicated at the beginning of each month. To communicate your holidays, reach out in writing (Slack) to your team leader. Once your holidays have been approved, you are responsible for adding it to your calendar.

Depending on the office workload, Impact Hub has the right to decide on the period in which two weeks of vacation a year can be taken. The remaining days can be taken whenever you want.

The overview of the holidays calendar is available for everyone to see [here](#).

Leave

Swiss Law defines a large set of leaves for maternity & paternity, family, medical or other reasons, and our work contract fully aligns with such legislation. Still, at Impact Hub Ticino we believe that each individual has different needs and priority, we value our employees and their needs, so we go beyond standard laws and provide for each individual as best we can! If you require further leave over what is determined by law, this can be discussed!

Work termination – what if I want to leave?

During the first three months of your time with us (trial period), you are free to terminate your contract and leave with seven days' notice. Impact Hub Ticino can also terminate your contract with seven days' notice if circumstances require.

After the trial period, termination notice has to be given in writing, both by you and by Impact Hub Ticino, following the termination notice periods outlined in your contract.

Once you have handed in your termination notice, you are expected to gradually decrease your workload until the day you leave. During this time you should ensure you close all open activities, or pass them on to a colleague. This is to ensure that nothing is left unfinished and that a colleague can easily continue the work once you have left.

Whistleblower Policy

It is important that we maintain our responsibility towards all our stakeholders, but it is imperative that all team players conduct themselves in an ethical and honest manner.

In Impact Hub, we foster open dialogue, mutual support and we create safe spaces to address issues, pain points and struggles. Such spaces are the quarterly bilateral meetings, the bi-annual planning and review meetings as well as the annual Impact Hub Ticino Association retreat. We strongly recommend reporting breaches of law, ethics, behavior, policies or any other abuse in such spaces.

In the case this for whatever reason should not be possible, Simona Gamba and Ivo Knoepfel from the Impact Hub Ticino Association can support you, and keep your anyonimat if needed. You can contact them directly: [REDACTED]

The complaint will thus be first viewed by them and then a dialogue is started with the Team and the issue resolved. In the unlikely event of criminal offenses, these will be investigated and reported to police.

Code of ethics

The Code of ethics is the basis for ethical decision making in the conduct of professional work. Some words and phrases in the code of ethics can be subject to varying interpretations, and any ethical principle may conflict with other ethical principles in specific situations. Questions related to ethical conflicts can best be answered by

thoughtful consideration of fundamental principles, rather than reliance on detailed regulations.

General responsibilities and policies

B Corporation values

Impact Hub Ticino plans to become a Certified B Corporation. All employees agree to, and respect, the B Corporation values, thus complying to the highest standards of transparency, accountability, and performance. A B Corporation is a company that uses business as a force for good, creating higher quality jobs and improving the quality of life in our community.

Contribution to society and human well-being

This principle concerning the quality of life of all people affirms an obligation to protect fundamental human rights and to respect the diversity of all cultures. Impact Hub Ticino aims at engaging the community on a personal and collective journey toward a collaborative and sustainable future.

Our activities do target systemic and behavioral changes, thus carrying an explicit responsibility toward people and the planet. Harmful effects on health, welfare and the environment shall be avoided in socially responsible ways.

Because organizations of all kinds have impacts on the public, they must accept responsibilities to society. Organizational procedures and attitudes oriented toward quality and the welfare of society will reduce harm to members of the public, thereby serving public interest and fulfilling social responsibility. Therefore, organizational leaders must encourage full participation in meeting social responsibilities as well as quality performance.

Honesty and trustworthiness

Honesty is an essential component of trust. Without trust an organization cannot function effectively. The honest professional worker will not make deliberately false or deceptive claims about his work. A professional worker has a duty to be honest about his or her own qualifications, and about any circumstances that might lead to conflicts of interest.

Non-discrimination

The values of equality, tolerance, respect for others, and the principles of equal justice govern this imperative. Discrimination on the basis of race, sex, religion, age, disability, national origin, or other such factors is an explicit violation of Impact Hub Ticino's policy and will not be tolerated.

Privacy and confidentiality

Impact Hub Ticino collects personal data of members within its community. We do have a responsibility as professionals to maintain the privacy and integrity of our members' data. This includes taking precautions to ensure the accuracy of data, as well as protecting it from unauthorized access or accidental disclosure to inappropriate individuals. Furthermore, procedures must be established to allow individuals to review their records and correct inaccuracies.

This imperative implies that only the necessary amount of personal information be collected in a system, that retention and disposal periods for that information be clearly defined and enforced, and that personal information gathered for a specific purpose not be used for other purposes without consent of the individual(s).

The principle of honesty extends to issues of confidentiality of information whenever one has made an explicit promise to honor confidentiality or, implicitly, when private information not directly related to the performance of one's duties becomes available. The ethical concern is to respect all obligations of confidentiality to employers, customers, and users unless discharged from such obligations by requirements of the law or other principles of this Code.

Professional responsibilities

Quality of work

Strive to achieve the highest quality, effectiveness and dignity in both the process and products of professional work. Excellence is perhaps the most important obligation of a professional. The professional worker must strive to achieve quality and to be cognizant of the serious negative consequences that may result from poor quality in his or her work.

Professional competence

Excellence depends on individuals who take responsibility for acquiring and maintaining professional competence. A professional must participate in setting standards for appropriate levels of competence, and strive to achieve those standards. Upgrading technical knowledge and competence can be achieved in several ways: doing independent study; attending seminars, conferences, or courses; and being involved in professional organizations.

Knowledge and respect of existing laws

Impact Hub Ticino workers must obey existing local, cantonal, federal, and international laws unless there is a compelling ethical basis not to do so. Policies and procedures of the organizations in which one participates must also be obeyed. But compliance must be balanced with the recognition that sometimes existing laws and rules may be immoral or inappropriate and, therefore, must be challenged. Violation of a law or regulation may be ethical when that law or rule has inadequate moral basis or when it conflicts with another law judged to be more important. If one decides to violate a law or rule because it is viewed as unethical, or for any other reason, one must fully accept responsibility for one's actions and for the consequences.

Professional review

Quality professional work depends on professional reviewing and critiquing. Whenever appropriate, individual members should seek and utilize peer review as well as provide critical review of the work of others.

Lugano, 26 January 2022