



## Hi3 Membership Agreements, Pledge, Code of Conduct, Mutual Reliance and Commitment to Emotional Intelligence

As a prerequisite for becoming a member, employee, contractor, board member or strategic partner, individuals and organization representatives must commit to Hi3's mission, vision, and values by signing the Hospitality Impact Pledge and Declaration of Mutual Reliance and Code of Conduct (Pledge, Declaration, Code), along with other documented standards and practices. The Pledge, Declaration, and Code represent a firm commitment to Hi3's social mission and values, serving as a reminder of the organization's purpose and goals. By signing these agreements, members reflect their intention to strive towards these values and recognize that this commitment does not guarantee perfection or immediate attainment. We all understand that continuous improvement is part of our collective journey, and while we may not be perfect, we aspire to be role models for our people, fostering a culture of growth and excellence within the hospitality industry.

### Program Overview:

1. **Statement of Commitment:** The Pledge, Declaration and Code outline a clear commitment to Hi3's mission, vision, and values. By signing these agreements, employment members and strategic partners affirm their alignment with Hi3's objectives and promise to work in harmony with the organization's goals.
2. **Alignment of Interests:** The Pledge, Declaration and Code emphasize that Hi3's mission and values are in line with those of the employment members and strategic partners. This alignment ensures that the collective efforts are focused on creating meaningful social impact while also fostering financial and social returns.
3. **Effective Impact Assessment:** The commitment made in the Pledge, Declaration and Code is crucial for effectively assessing the impact of industry programs. It ensures that the collective actions of Hi3, employment members, and strategic partners are contributing to the organization's overarching social mission.

### Key Elements:

1. **Shared Vision:** The Pledge, Declaration and Code express a shared vision for the future of the hospitality industry, where all stakeholders work collaboratively towards inclusivity, sustainability, and innovation.
2. **Social Responsibility:** By signing the documents, employment members and strategic partners demonstrate their commitment to social responsibility and ethical business practices within the hospitality sector.
3. **Partnership Alignment:** The agreements solidify the alignment between Hi3 and its partners, reinforcing a mutual understanding of goals and objectives.
4. **Impact Evaluation:** The commitment to the Pledge, Declaration and Code enables comprehensive impact evaluations to gauge the collective outcomes of programs and initiatives.
5. **Membership Termination Provision:** Hi3 reserves the right to terminate the membership of organizations that frequently or recurrently engage in unethical, contradictory, or dishonest behaviors that remain unresolved despite feasible curing periods. This provision reinforces Hi3's commitment to upholding ethical standards and maintaining the integrity of the organization and its mission.
6. **Selective Membership:** Hi3 takes pride in choosing its members wisely, ensuring that those who join the organization align with its values and are genuinely dedicated to driving positive change within the hospitality industry.



industry. The application for membership is subject to review, and Hi3 does not accept all applications to ensure the formation of a cohesive and purpose-driven community.

#### **Benefits of Commitment:**

1. **Strengthened Relationships:** The commitment to Hi3's mission and values fosters stronger relationships between the organization, employment members, and strategic partners.
2. **Greater Impact:** Collective dedication to the Pledge, Declaration and Code amplifies the positive impact on the hospitality industry, communities, and individuals.
3. **Focused Objectives:** By working together under a shared vision, all stakeholders can channel efforts towards common goals and shared success.
4. **Sustainable Growth:** The commitment to social responsibility ensures sustainable growth that benefits the industry's long-term prosperity.

#### **Eligibility:**

To become an employment member or strategic partner with Hi3, organizations must sign the Hospitality Impact Pledge, Declaration of Mutual Reliance and Code of Conduct, demonstrating dedication to the organization's mission and values.

#### **Conclusion:**

The Hospitality Impact Pledge, Declaration of Mutual Reliance and Code of Conduct are integral components of Hi3's commitment to social impact and industry transformation. By joining forces with employment members and strategic partners through these agreements, Hi3 strives to create a unified force that positively influences the hospitality sector, empowers communities, and propels the industry towards a future of inclusivity, innovation, and sustainable growth. Hi3 stands firm in its dedication to selecting members who embody its values, ensuring a cohesive and purpose-driven community that collectively drives positive change within the hospitality industry.

**Membership Termination Provision:** Hi3 reserves the right to terminate the membership of organizations that frequently or recurrently engage in unethical, contradictory, or dishonest behaviors that remain unresolved despite feasible curing periods. This provision reinforces Hi3's commitment to upholding ethical standards and maintaining the integrity of the organization and its mission. Furthermore, Hi3 emphasizes the paramount importance of responsiveness and positive communications in all interactions with our organization, the talent pipeline, apprentices, other members, strategic partners, and industry advocates. Commitment to maintaining open, transparent, and constructive dialogue is a fundamental aspect of our collaborative efforts to drive positive change within the hospitality industry. Organizations joining Hi3 must demonstrate a dedication to fostering respectful and productive communication to create an inclusive, innovative, and impactful community.

#### Hi3 Policy Agreements and Commitments

- **Hospitality Impact Pledge** 
- **Code of Conduct, the Declaration of Mutual Reliance & Emotional Intelligence** 
- **Code of Ethics** 



## Hospitality Impact Pledge

At Hi3, we believe that fostering a culture of ethical behavior and social responsibility is essential for driving positive impact within the hospitality industry. To this end, we have developed the Hospitality Impact Pledge which outlines the core values and principles we uphold as individuals, organizations, and members of the hospitality community. By signing this pledge, we commit to striving towards these values, using them as a guiding compass to make socially responsible decisions in our roles as workers, customers, leaders, entrepreneurs, impact investors, and owners within the hospitality sector. Each item of the pledge represents a crucial aspect of our commitment to creating a thriving and compassionate industry that benefits all stakeholders.

1. I sign this pledge to honor the spirit of these commitments. By signing this pledge, I am committing to strive towards this way of being and to use it as a compass to guide me towards making socially responsible decisions as I conduct business in hospitality, as a worker, customer, leader, entrepreneur, impact investor, or owner.
2. A pledge to prioritize people and to spend time to understand and anticipate their needs. The audience for this message is the people in my organization today, and in the future. I say this with transparency, hope, and humility.
3. There is a Human Capital Value that exists in business and in life, one that will continue to be debated and will never be fully quantified. I commit to examining, openly discussing, and continuously seeking to understand the balance of the value as a socially responsible stakeholder as a worker, manager, employer, investor, owner, service or product provider, community member, industry executive, vendor, or supplier.
4. I trust you now. It's my responsibility to earn your trust. Over time, I will act with integrity by doing what I say I am going to do and by striving to influence decisions so that my organization behaves in a way that meets or exceeds the values we promise to uphold.
5. You belong today. I commit to your emotional well-being in our workplaces, interactions, and engagements. Some days will be excellent, most days will be normal, although some days will stress the limits of our relationship. I strive to recognize and embrace those moments as opportunities to build trust and our mutual reliance. Your voice matters, and I commit to establishing an enduring and simple process for you to express your voice and concerns, whether it be positive, negative, or neutral in nature.
6. Before I ask you to value and follow my agenda, I will seek to understand your agenda and that of every person in this organization. Over time, I'll ask for your commitment to my, or the company's agenda, but not until you feel that we value yours.
7. I commit to creating and maintaining a mutually obligated relationship with you. If the balance of command and control over your life, career, and income should ever shift in the company's favor, we invite you to communicate the change so that we can address the situation to remedy it with you.
8. If you are interested in doing so, we will teach you new things, expose you to new responsibilities, and develop your skills so that you can build a sustainable family-level income and thrive in your community and chosen place to live and work. We ask that you develop confidence to express your interests in engaging new endeavors and adding to your responsibilities.



9. I invite you to hold me and the company accountable to follow through with the core values we post on our website and corporate material that attracted you to us in the first place. Your candid feedback of our activities, policies, and procedures is welcomed and will not result in any real or perceived retaliation, lessened job security, or reputational risk for you.
10. To the degree possible, we will do our best to respond to your feedback, along with sharing the plans and strategies of our company and how they will or might affect your life and career.
11. We will spend time frequently, to reflect, review, and consider your role and responsibilities within our organization. If your life changes outside of work, we invite you to communicate these changes, so that we can be supportive and flexible to serve you and your life changes.
12. Sometimes, I will fail to live up to this pledge. I will make mistakes, and I will do my very best to learn from each experience and continuously strive to improve my life and the people I serve.
13. Sometimes, you will fail in your role and responsibilities or experience a significant or unexpected life change. If your position, role expectations, schedule, or the culture of the organization doesn't feel right to you, you are welcome to express your concerns to the organization leaders, and you can expect a collaborative, respectful response in a reasonable amount of time.
14. Perfection is not my goal, and it won't be my expectation of you. I commit to accentuating the positives, acknowledging our flaws, mistakes, and shortcomings with genuine care and transparency.

By signing this Hospitality Impact Pledge, I affirm my dedication to embracing these principles and working towards the betterment of the hospitality industry and the well-being of all its stakeholders.

### **Code of Conduct, the Declaration of Mutual Reliance & Emotional Intelligence**

Hi3's Code of Conduct, the Declaration of Mutual Reliance™, refers to a situation where two or more entities depend on each other for support, assistance, and other benefits. This form of interdependence emphasizes the nature of reciprocal relationships and the mutual exchange of resources, knowledge, and other forms of support and guidance.

In the context of Hi3, mutual reliance embraces the idea that our community of hospitality influencers and employers, the emerging workforce and impact-driven leaders are interconnected and rely on one another to infuse ownership of the value each brings to the marketplace, achieve their goals, and create positive impact in the industry and each other's lives. This includes being transparent, using extreme empathy to create a sense of belonging to openly share financial resources, knowledge, relationships and support through mentorship and collaboration, as well as recognizing, and celebrating, the influential role that every stakeholder plays in contributing to each community, and the world.

Growing and emphasizing mutual reliance in the Hi3 community is the unstoppable force behind breaking the barriers to financial and personal freedom for those in hospitality leadership and empowers our pursuit to make things easier for those that come behind us.

As an integral part of the Code of Conduct embodies our shared commitment to ethical behaviors and fostering a collaborative, inclusive environment that strives to enhance emotional intelligence within the hospitality industry. By signing this declaration, all Hi3 members pledge to uphold the principles based on the five domains of Emotional Intelligence:



1. **Self-awareness:** We recognize the importance of understanding our own emotions, strengths, weaknesses, values, and goals. Through regular self-assessment and learning from our experiences, we strive to continuously improve ourselves.
2. **Self-regulation:** We take responsibility for our emotions, thoughts, and behaviors, demonstrating control and adaptability as appropriate for each situation. We commit to maintaining personal standards of integrity and ethics.
3. **Motivation:** We harness the power of our emotions to drive us towards our individual and collective goals and aspirations. With persistence, optimism, and resilience, we overcome challenges and setbacks on our journey to success.
4. **Empathy:** We actively seek to understand and appreciate the emotions and perspectives of others. Through active listening, expressing gratitude, embracing vulnerability, and responding with compassion, we build strong and meaningful connections.
5. **Social skills:** We recognize the significance of effective communication, building and maintaining positive relationships, collaborating with others, exchanging cultural values, and navigating social situations with respect and diplomacy. As leaders, we inspire others, resolve conflicts, and work collaboratively as part of a cohesive team.

By embodying these principles in our actions and interactions, we collectively foster an environment of mutual reliance, trust, and respect within Hi3 and the wider hospitality industry. This Code of Conduct is not only a guiding framework for our professional conduct but also a testament to our dedication to making a positive impact on individuals, businesses, and communities. As we unite in our shared mission and vision, we forge a path towards a more prosperous, inclusive, and sustainable future for the hospitality industry.