

Core Frank Bold Values

Frank Bold is a consortium of organisations whose objective is to deliver practical solutions, services and products. We aim to connect business with pro bono activities as we would like to positively change society through business, wherever possible.

Freedom and responsibility

Personal freedom and responsibility for oneself and public issues are the core values that guide our daily decision-making. Our aim is to support the development of a free and responsible society. We strive for a society that enables everyone to seek personal happiness while recognising his or her responsibility for public issues, including the state of planet Earth.

Frankness

We act with honesty and transparency. We openly talk about our successes and failures. Our acts are comprehensible for our clients, partners and the public. Freedom of speech is an important value for us.

Boldness

We set ambitious targets for ourselves and boldly explore novel approaches.

Fairness and ethics

We strive not to participate in any activity which may harm the environment, violate human rights or undermine the principles of freedom and democracy. We realise that ethical dilemma are not always black or white. That is why we review the context of each situation and carefully consider all interests that may be in conflict.

Idealism and looking for rational solutions

The underlying motivation of all Frank Bold activities is our idealistic search to be socially beneficial and useful. Our ambition is to deliver rational and practical solutions to our clients and society. We use all opportunities that help us achieve the goals we have set, while respecting the principle of fair dealing and our values.

Improvement and innovation

We do not subscribe to dogmas or the status quo. In everything we do, we strive for long-term improvement, look for new ways to increase the impact of our services and activities, and use the best available techniques. We learn from both our successes and mistakes.

Political neutrality

We are politically impartial. We do not express direct or general support for any political party.

Integrity

We adhere to our vision of a free and responsible society and act in accordance with our core values in all aspects of our activities. We do not act in contravention of these values, even if it is at the request of our clients, donors, partners or the public.



Frank Bold and Clients

We respect our clients, donors and partners, which is why we treat them professionally and act responsibly and frankly. We ensure that our clients, donors and partners can rely on us to provide them the best services and truly act as their partner. When referring to clients, we also mean our donors and partners.

We act respectfully

We communicate with our clients with respect and the aim of maximum comprehensibility. Instead of hiding behind professional jargon, we suggest clear solutions.

We protect the property and interests of our clients

We approach issues in a positive way – we actively look for solutions, not problems. Our clients have control over the process and the cost of legal services; we only invoice the time spent dealing with a task. We never present our clients with a fait accompli. We do not abuse the complexity of the legal environment and we only propose steps that lead to an effective resolution of the legal matter.

We act professionally

We always treat our clients with due care; we act friendly and helpfully. We deal with matters directly, meaning that we do not ask clients to call another department or colleague who deals with the matters of interest to a client. When a client approaches us, it is up to us to get back to them. The exception is our free counselling centre line, which has fixed hours for a counsellor to be on the phone.

We are responsible for and critical of our work

Our priority is to provide quality and professional services to our clients. Before we delve into a problem, we consistently consider the entire context. We are open to criticism. If we make a mistake, we offer solutions to our clients that protect their interests - and then we carry them out at our cost. We appreciate feedback from our clients. Every client may contact us with a proposal for improvement or to raise a concern that we have not stuck to our values or ethical code. We actively inform our clients how to give feedback and we integrate the lessons learned in our future activities.

We innovate in order to increase the added value for our clients

There is always room for improvement, including with respect to client relations. We are constantly looking for ways to make our services even more useful, accessible and friendlier.



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Frank Bold and the Team

We realise that it is the people in the team who actually form Frank Bold. Each of us contributes through her or his approach, behaviour and decisions.

Integrity and sharing the vision

We want all team members to know why Frank Bold exists, understand how they contribute to the achievement of our common goals, and share our basic values and vision.

Participation in decision-making

We care about the opinion of all team members, which is why we try to enable every member of the team, whatever their position, to express their opinion and have an opportunity to influence Frank Bold's activities and direction. Together, we discuss ethical issues and strategic planning. We acknowledge that it is the personal responsibility of each of us whether and how we use the opportunity to participate.

Team work

Whatever our position, we all belong to one Frank Bold team. We appreciate the work of every team member. We know how to cooperate, express thanks and give feedback to each other. We face the consequences of both our successes and mistakes together. We support the sharing of information and know-how across the team so that the whole Frank Bold team may grow and develop.

Professionalism and due involvement

Every team member behaves professionally and takes responsibility for his or her own activities, both internally within Frank Bold and externally. We respect agreed-upon policies and procedures. However, we do not dogmatically observe pre-ordained rules but rather focus on outcomes. We carry out our jobs with due involvement and, when necessary, we go above and beyond the minimum to deliver high quality services.

Fair treatment

We treat each other fairly – decently, honestly, and frankly. We endeavour to fairly evaluate and remunerate all team members – grounded in the merits.

Personal growth of each of us

We welcome and support the personal growth of all team members. We aim to give people autonomy when it is evident that they are able to work independently and it will help them in their personal development. We want Frank Bold team members to enjoy their work, and we facilitate it wherever possible.

Openness, criticism and space for innovation

We do not hide things from each other. We do not, a priori, assert one and only truth. We are able to accept different points of view and we are open to discussion. Constructive criticism is welcome – we actively create space to allow Frank Bold team members to express it. Every team member can voice his or her own proposals and suggestions about what to improve and how. At the same time, every team member is also expected to speak up if they detect something that does not work properly or could be improved.

Friendly environment and respect for people in the team

We care about the people at Frank Bold. Wherever possible, we look for ways to support team members. We strive for a friendly working environment where everyone in the team feels at ease and is not systematically forced to work at the expense of their personal lives. Wherever possible and reasonable, we try to meet the needs of our team members.



Frank Bold and the Environment

We care about the state of planet Earth and we realise that we share responsibility for it. We seek to contribute to the mitigation of climate change impacts and environmental protection – through our targeted actions and by reducing the impacts of our own activities.

We opt for responsible consumption

Maintaining a green office

We avoid creating waste wherever possible and we consistently recycle. We save resources by reducing our consumption of water, energy (e.g. we do not use lighting unnecessarily), and paper (e.g. we do not print unnecessarily and we print double-sided).

We prefer to rent offices that allow us to reduce the impact of our activities on the environment.

For office equipment, we prefer products made from recycled paper or paper with FSC certification. We prefer reusable, rechargeable and refillable products to single-use ones (e.g. refillable eco-toner cartridges).

Responsible travel

Where possible and reasonably effective, we choose the most ecological way of travel, such as train.

Responsible purchases

We prefer products that are environmentally friendly. We only buy certified organic foods and beverages, unless this is prevented by serious reasons (e.g. technical availability) and aim to buy locally- and/or responsibly-sourced products (e.g. fair trade products made by social enterprises). We consider both the products themselves and the responsible behaviour of the supplier.

Consideration of these criteria should not exceed a reasonable limit of financial viability.

We support those who protect the environment

We provide legal advice on a pro bono or reduced fee basis in accordance with our pro bono policy. We support renewable sources of energy and those who work on them.

Considering the impact on the environment is a necessary part of decision-making

We aim to make responsible decisions and we consider their environmental impacts. We want to reduce the negative environmental impact of our activities as much as possible. We look for rational compromises that do not jeopardize the very purpose of our activities and enable us to realize them effectively and in a sufficient quality.

We examine our environmental impacts

We systematically review the negative impact of our activities on the environment and look for new ways to mitigate them.

