



invenioLSI People Services

Get to know the culture **CODE**

CODE

Conscientious

Being Conscientious means being aware of your role and responsibilities. Take accountability for your actions and keep your team members, customers, and families well-being in mind while making decisions. Practices that make you conscientious:

- Being aware of working hours
- Communicating in a professional and respectful manner
- Taking accountability and ownership over your role and responsibilities

CODE

Optimistic

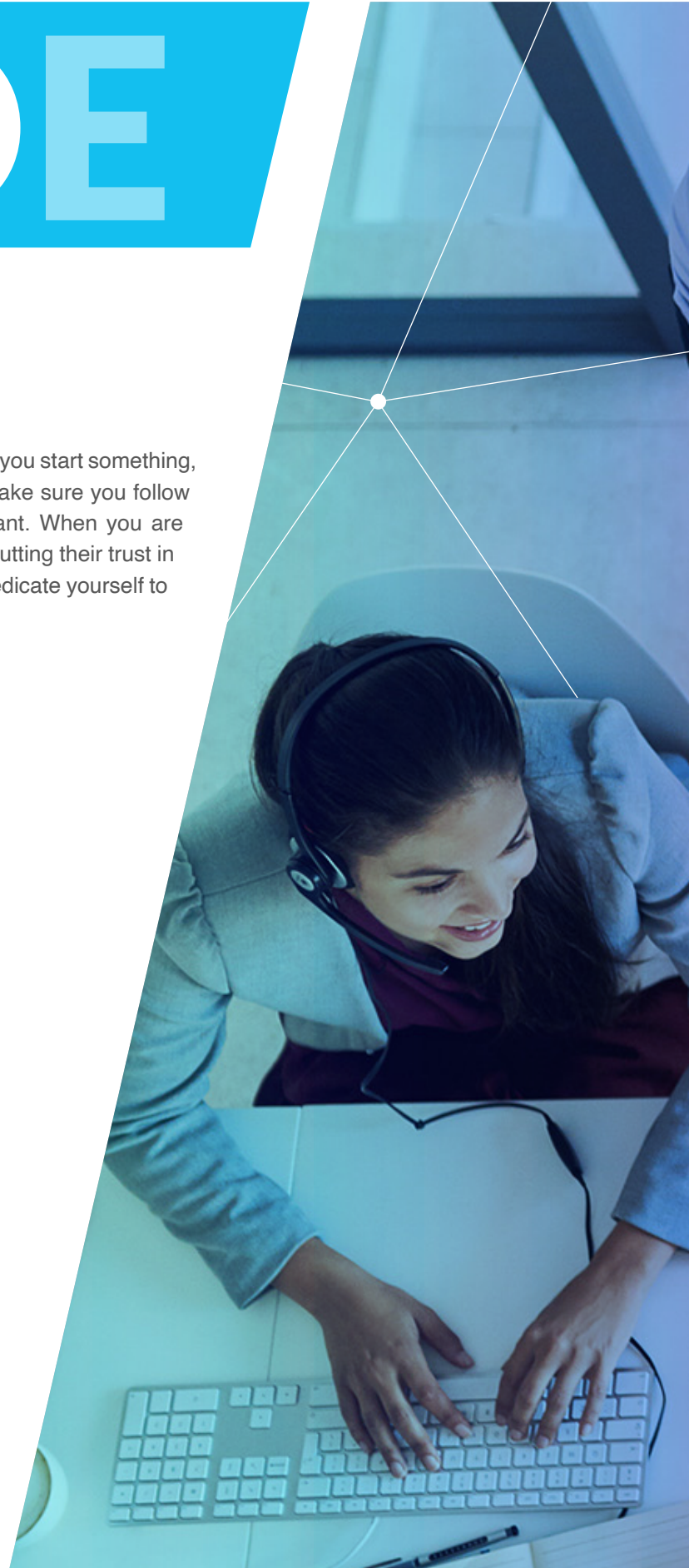
Having an optimistic outlook goes a long way. A positive attitude can spread throughout a project, office, or virtual environment. Staying optimistic can improve company morale and create a more positive work experience for everyone.



CODE

Dedicated

Being dedicated means seeing your projects through. If you start something, make sure you finish it. If you commit to something, make sure you follow through. Dedication to your customers is also important. When you are assigned to a project, the customer and company are putting their trust in you to conduct your job with care and concentration. Dedicate yourself to learning, growing, and improving in your role.



CODE

Empathic

Having empathy for others is a key part of being an invenioLSI team member. Listen to others' concerns, align yourself with how others are feeling, and be aware of how your actions can affect other people. Have empathy for your team and customers, and go about your day keeping others in mind.

Words at Work

Building inclusion through the power of language



The way we speak to each other creates a culture in which everyone can feel valued, respected, and included.

What is Inclusive Language?

Respectful

Accurate

Thoughtful





Respectful

Inclusive language involves knowing about and showing respect for all members of our team and workplace.



Accurate

Inclusive language gives a more accurate view of the real world by reflecting social diversity rather than perpetuating stereotypes.



Thoughtful

Inclusive language is showing others careful consideration or attention.



Why Language Matters

Speech is a form of **action**. Whether we like it or not, our words have consequences. They can include or exclude, even if we do not intend them to.



- Non-inclusive language contributes to and continues stereotyping
- Non-inclusive language harms people who witness it as well as the intended targets
- Inclusive language can makes people feel appreciated and valued on a team
- Inclusive language is more productive, often received with more consideration than non-inlcusive language.

What does inclusive language look like?

Use this	Not this
Team, folks, colleagues	Guys
Person with disabilities	Disabled, Handicapped, impaired
Neurodivergent or person with cognitive disability	Special needs
Undocumented individuals	Illegal immigrant or Illegal alien



5 Steps to inclusive Language

01

Keep an open mind

We all come across new information, people, and ideas that challenge our own personal ideas of what's normal – language is no exception.

02

Focus on the person

We all come across new information, people, and ideas that challenge our own personal ideas of what's normal – language is no exception.

03

Consider context

Context matters – language that may be fine outside of work can be non-inclusive at work.

04

If in doubt, ask

You don't need to know all the answers. If you're not sure what terminology someone prefers, just ask them.

05

Keep calm & respond

Sometimes our unconscious biases mean we can say things that exclude others – even when we do not intend to. If called out, say something like, "I'm sorry. It wasn't my intention to offend you."