



## Kindros Fellowship Community Norms

The Kindros Fellowship is an opportunity for both professional development and community-building. As the representatives of Kindros, Fellows embody our values of trust, simplicity, and impact.

### Fellowship Responsibilities

1. **Fellows are expected to be proactive leaders in their communities.** The job of a Fellow is to identify and carry out ways to reach a variety of individuals through inclusive and accessible engagement efforts.
2. **Fellows must uphold participants' confidentiality.** Any sensitive information disclosed to a Fellow must remain private. Discussing personal finance can be uncomfortable and personal to many people, and it is the responsibility of a Kindros Fellow not only to be empathetic but also to respect individual privacy. In addition to this, Fellows cannot seek or request personally identifiable financial information from users.
3. **Fellows must remain unbiased.** Fellows cannot provide financial recommendations, referral to financial advisors, or information about any specific financial products. This includes suggestions for specific credit cards, student loan plans, etc. Instead, Kindros Fellows impart information essential for users to learn how to make informed decisions for themselves.
4. **Fellows are expected to be actively engaged.** Each Kindros Fellow commits to devoting the time to plan and execute community engagement events throughout the duration of the semester, as well as to attend and participate in weekly team meetings.

### Community Guidelines

1. **Respect.** Kindros Fellows are expected to model professional behavior in interactions and relationships with Kindros team members as well as the broader community. Feedback and other forms of communication will include honest critiques as well as kudos, focused on maintaining a positive experience for all participants.
2. **Collaboration.** Kindros Fellows are strongly encouraged to share community engagement ideas and feedback. The Kindros Fellowship is intended to be not only a safe environment for learning about personal finance, but also a supportive experiential opportunity for Fellows to learn from one another.

3. **Inclusivity.** Each Kindros Fellow has a unique background and life experiences that are welcomed and valued. For many Fellows, Kindros is their first introduction to financial education. Fellows must be committed to creating an environment where peers feel comfortable asking questions, sharing their progress, and discussing any projects they are working on.
4. **Integrity.** Kindros Fellows are expected to demonstrate empathy and understanding of experiential and educational inequities that leave some people well versed in financial matters and others completely in the dark. Beyond recognizing this reality, Fellows must commit to actively listening and learning from others' perspectives in order to create a welcoming atmosphere for all levels of learners. The language and demeanor of Fellows must be respectful and professional. Kindros has a zero-tolerance policy for discriminatory comments and behavior.
5. **Character.** Kindros Fellows should be individuals with upstanding moral character, who are considerate of everyone they work with. They are committed to honesty, fairness, ethical behavior, transparency, and accountability. These values uphold our belief in creating trust across the Kindros community.
6. **Excellence.** At Kindros, we strive for excellence in everything we do. Our goal is to deliver high-quality, accessible financial education for all and to empower others to do the same.