



ETHICS

At **BHK Solutions Kenya**, our moral compass is clear: every person — regardless of role, background, or title — deserves to be treated with dignity, fairness, and equal respect. This is not a policy. **It is who we are.**

We believe that a workplace built on genuine respect and equality is not only the right thing — it is the foundation of everything we do. Ethics, for us, begins with how we see and treat one another. It permeates every decision, every interaction, and every relationship within and beyond our organisation.



Our Culture

Mutual respect and equal treatment are the bedrock of everything we build together. Every team member — at every level — is seen, valued, and held to the same standard of dignity.



Our Decisions

Every decision is made with fairness and equal consideration for all — no voice is weighted by title, and no outcome is acceptable if it diminishes the dignity of any person.



Our Relationships

Every relationship we build — internal or external — is grounded in the recognition that each person carries equal worth and deserves to be engaged with dignity, honesty, and respect.

"The time is always right to do what is right."

— Martin Luther King Jr.



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Our ethics policy expresses the principles that guide how we work, make decisions, and treat others. At BHK Solutions Kenya, we want these values to be reflected in our everyday behaviour and in the culture we build together.

Shaping Behavior & Culture

Ethics is part of how we work. Integrity should be reflected in the decisions we make and in how we treat one another. Doing the right thing is a fundamental expectation for every team member at BHK Solutions Kenya.

Setting Internal Expectations

We expect every employee, including management, to act with integrity, professionalism, and accountability. Our ethical principles provide a clear framework for conduct while recognising that real situations may require judgement, dialogue, and careful consideration.



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Signalling to the Outside World

Our reputation depends on the trust we earn from customers, partners, and stakeholders. We aim to build that trust through fairness, transparency, reliability, and responsible conduct.

Building Reputation Day by Day

Trust is built over time through consistent behaviour. Every decision and interaction contributes to our reputation. We therefore encourage ethical reflection, openness, and responsible choices at every level of our organisation.

"In looking for people to hire, you look for three qualities: integrity, intelligence, and energy."

— Warren Buffett



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At BHK Solutions Kenya, **ethics is not optional — it is who we are.** We hold ourselves to the highest ethical standard, and we expect the same from every single person in this organisation.

Motivating

Ethics is not a constraint — it is a source of purpose and a mark of character. Our values compel us to act rightly, not merely hit targets. Doing the right thing is not admirable here — it is expected. It gives meaning to every decision we make.

Reliable

Our word is our bond — full stop. Colleagues, clients, and partners must be able to count on us to follow through, consistently and honestly, especially when no one is watching. Reliability without integrity is worthless. We deliver on both.

Visible

Values that stay hidden are not values at all. Ethical behaviour must be seen in how we communicate, treat others, and face challenges head-on. Words mean nothing without action. At BHK Solutions Kenya, we prove our integrity every day — in every interaction.

The ethical standard is **universal and absolute across BHK Solutions Kenya.** The principles are the same for everyone — in finance, operations, sales, or leadership. How they apply may vary by role, but the standard never wavers, and it is never negotiated.

"Real integrity is doing the right thing, knowing that nobody's going to know whether you did it or not."
— Oprah Winfrey



ETHICS — Our Values

Kindness, Respect & Dignity

Every interaction begins with genuine, unconditional human respect. We listen, we acknowledge worth, and we ensure no one is ever overlooked or diminished. Kindness is not a soft option — it is a daily discipline and a core professional standard. It defines how we communicate, how we resolve conflict, and how we build lasting relationships that reflect who BHK Solutions Kenya truly is.

Putting People's Perspectives at the Forefront

Ethical practice means seeing the world through others' eyes — and acting on what we see. At BHK Solutions Kenya, this principle guides how we work with people and make decisions.

"Treat people as if they were what they ought to be and you help them to become what they are capable of being."

— Johann Wolfgang von Goethe



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A written code of ethics means little without the active commitment of those who lead. At BHK Solutions Kenya, management has a particular responsibility for setting the tone through everyday decisions, large and small. We expect our leaders to demonstrate the same integrity, respect, and accountability that we ask of everyone working with us.



Consistency

Ethics is reflected in ordinary decisions — how we communicate, keep our commitments, handle disagreements, and treat people when there is nothing to gain from doing so. We want good judgement and integrity to be part of everyday work, not something reserved for difficult situations.



Lead by Example

Our managers are required to act with integrity — especially when it is inconvenient.



Accountability

Concerns and violations are addressed clearly, promptly, and fairly.



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Safe Reporting

Employees are encouraged to speak up when something does not feel right. BHK Solutions Kenya aims to provide confidential, non-retaliatory reporting channels where concerns can be raised safely and treated seriously, fairly, and with appropriate follow-up.



Open Discussion

Ethics is a living, evolving conversation — and participation is expected of all. Our culture is shaped collectively, held collectively, and upheld collectively.

"Leadership is not about being in charge. It is about taking care of those in your charge."
— Simon Sinek



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Ethics is not something we read and set aside. At BHK Solutions Kenya, our values are intended to guide the decisions we make every day and the way we treat one another. The questions below are prompts for honest reflection. There are no perfect answers. What matters is that we think carefully, engage sincerely, and are willing to learn and act.

The Harder Choice

"When have you faced a situation where the ethical choice was also the harder choice?"

Doing what is right is not always easy. Reflect on a moment when integrity came at a cost or required courage. What helped you decide? What would you do differently today?

Making Ethics Visible

"How do you make ethics visible in the way you work and treat others?"

Ethics is not passive — it is demonstrated through action. Consider the daily habits and choices that signal to colleagues what you truly stand for. At BHK, our values must be visible, not merely spoken.



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Witnessing a Concern

What would you do if you witnessed a colleague acting against our values?

Speaking up can sometimes be difficult. What conditions would make it easier for you or a colleague to raise a concern? What can each of us do to create a culture where people feel safe to speak openly?

Growing Together

What is one thing we could do to strengthen our ethical culture going forward?

Our commitment to integrity is not static — it deepens as we grow. What habit or practice could we introduce to ensure our ethical standards remain the highest in everything we do?

-  A Closing Thought: Ethical culture is built through everyday choices, honest conversations, and the willingness to listen and learn. Every person at BHK Solutions Kenya has a part to play. Keep asking thoughtful questions, act with integrity, and help create a workplace where people can trust and respect one another.

Ethics is knowing the difference between what you have a right to do and what is right to do.
— Potter Stewart