



Service Alternatives
Advancing the Potential...

Service Alternatives, Inc. Code of Business Conduct

Service Alternatives is committed to **advancing the potential of our communities, customers and ourselves through exceptional service.** This vision defines our purpose and is at the heart of our business.

Service Alternatives has a strong set of guiding core values through which we think, act and operate our business in order to successfully carry out our vision. We believe our core values only have strength and credibility as they are embodied in our day to day work. Our values are:

Integrity
Excellence
Customer Service
Employee Satisfaction
Fiscal Responsibility
Community

Further information on these core values is provided on our website at www.servalt.com

Introduction

This vision and these values are the foundation for our Code of Business Conduct. This document includes other elements which we believe are critical to conducting our business the SA way.

Service Alternatives is committed to operating all aspects of our business in the highest ethical manner. This includes, but is not limited to, expecting professional behavior, respecting the rights of our employees, and employing non-discriminatory policies and practices. It also includes providing processes for complaint, promoting safe and healthy working conditions, and treating customers, clients, and others with whom we deal in fair and honest ways.

Professional Expectations

All employees will act in a professional manner. This is addressed most directly in SA's **Professional Expectations Statement** and in the **Employee Handbook Section 4A**. Also, we refer to and use other professional standards such as NASW Code of Ethics, SHRM Code of Ethical and Professional Standards in Human Resource Management, and the Institute of Management Accountants Code of Ethics.

All employees will work toward creating a culture of transparency, integrity, and honesty.

All employees will comply with all applicable laws, rules, and regulations in every County and State in which we operate.

All employees will engage in honest and ethical conduct, including the ethical handling of actual or apparent conflicts of interest between personal and professional relationships. This includes avoiding any personal activity, investment, or association which could appear to interfere with good judgment concerning Service Alternatives' best interests and the best interests of the clients we serve.

All employees will keep confidential information from being misused and from using confidential information for personal and corporate gain.

Service Delivery and Customer Relationships

We will maintain the highest possible standards of integrity in our customer relationships.

We will provide and promote a range of products and services that meet our customer needs.

We will provide excellent service. This will include hearing and incorporating the needs of our customers. This will also include close client involvement in the creation of service plans. We will keep close attention to detail in both documentation and ongoing support needs.

We will keep lines of communication open with our customers and clients so as to incorporate any changes that need to be made in service plans in a timely manner.

We will have regular quality assurance checks of our programs and work to ensure high standards.

Our marketing activities will always be conducted in a manner that respects the dignity and privacy of those receiving services. They will also be conducted in a manner that does not knowingly mislead or misinform the public or misrepresent Service Alternatives.

Employees

All employees will be treated respectfully and fairly in all aspects of their employment.

We will maintain a working environment that provides appropriate compensation including benefits, training, and opportunities for professional development.

We will be intolerant of discrimination and harassment. We will recognize diversity in recruitment and dealings with employees. We will promote a favorable employee relations environment in which the involvement of all employees is encouraged.

We will encourage open communication, activities and trainings to build strong teams, and opportunities to make a real difference in people's lives through the work that we do.

We will promote a healthy and safe work environment, stressing the obligation on all employees to take every reasonable precaution to avoid injury to clients, colleagues, and members of the public.

We will prohibit the illegal use of drugs on our premises and associated work environments and encourage any employee with an alcohol or drug dependency to seek help.

Financial Practice

We will ensure all financial records are maintained in all aspects according to law and the accounting principles, policies, and procedures that Service Alternatives has adopted. This includes an authority structure that establishes an effective financial control environment.

We will ensure the books and records of Service Alternatives accurately reflect the nature of the underlying transaction and that no undisclosed or unrecorded liabilities or assets are established or maintained.

We will perform regular Financial Quality Assurance checks to ensure our policies and practices are effective and will make corrections and improvements where warranted.

We will comply with all required reporting requirements.

We will strive to prevent waste, fraud, abuse and other wrong doing.

We will be responsible for the proper use, protection, and maintenance of company assets, including equipment, records, confidential information, and intellectual property.

Communities

We will contribute to the social and economic well being of those communities where we are an employer.

We will encourage employees to participate in projects and initiatives to strengthen our communities.

We will encourage each individual and family with whom we work to participate and contribute to their communities in meaningful ways.

We will work to minimize adverse environmental impact of our business operations.

We will ensure that we conduct our activities, so far as possible, in a manner sensitive to the cultural and social traditions of communities with which we come into contact.

Compliance and Education

Compliance with SA's Code of Business Conduct is an important factor in maintaining and building Service Alternatives' reputation as a trustworthy and loyal business partner, employer, provider, and corporate citizen.

Divisional units will present our vision, core values, and the other aspects of the Code to employees during orientation and other company trainings including the Leadership Development sequence.

Divisional units will conduct themselves in their day-to-day work so that our vision, values, and all aspects of the Code are incorporated in all they do.

Divisional units must be able to demonstrate that procedures are in place to ensure compliance with our vision, values, and the Code of Business Conduct.

Copies of SA's Code of Business Conduct will be available to our customers.

Violations of the Code

Violations of the Code damage the name and reputation of Service Alternatives and of our business and so affect us all.

If you think someone is acting in a way inconsistent with SA's practice and the elements of this document in particular including acts of waste, fraud, and abuse, you should report it to your immediate supervisor. If for any reason, you are unable to report to this supervisor, you must report to one of the following:

Divisional Administrator
Divisional Director
HR Director or HR Deputy Director

As a person to whom a report gets made, you must report that information immediately up the chain of command to the Divisional Director. The Divisional Director must report to the HR Director or Deputy Director.

Service Alternatives is committed to establishing an environment that is conducive for all personnel to report, in good faith, suspected violations without fear of reprisal. SA has a no tolerance practice for retaliation against an employee who has reported Business Code of Conduct violations or any other alleged wrong doing in good faith.

This commitment brings with it a reciprocal responsibility. It is a serious matter to accuse someone of unethical conduct. This right and obligation should not be used for personal reasons, professional gain or undertaken without good evidence.

Investigations into these concerns will be handled under the oversight of the Human Resources Department and the Divisional Administrator or Director using whatever internal or external resources they require. Times frames vary to complete investigations. They will depend upon the nature and circumstances of the investigation, but Service Alternatives' intent is to reach a finding within 30 days. If this is not practical, an update on the status of the investigation should be given within the 30 days. These investigations will be kept confidential. All information pertinent to the investigation will be documented and kept on file at the Human Resources office in Coupeville. Also, see **Employee Handbook, Section 2F, Legal, Reporting & Investigation of Violations.** Whatever action is necessary, up to and including termination, to prevent or stop business practices or behavior which breach the elements in this document will be taken, possibly without regard for whether or not any harm has been done.

***Ultimately, our Vision, Values and the Business Code of Conduct reflect who we are and how we do business. We encourage all employees to embody these values and behaviors in our day to day work.**