



# Emergence Health Network

## EHN CODE OF CONDUCT

### EHN's Code of Conduct

1. **Duty of Diligence:** Employees would act “with reasonable care and skill” while performing their duties.
2. **Duty of Loyalty:** Employees would act “in the best interest of the organization” and not seek work away from EHN, which might conflict with their duties at EHN; nor direct EHN business opportunities towards providers outside of EHN.
3. **Duty of Obedience:** Employees would act “within the authority granted them” and follow EHN’s policies, procedures, and rules.

### Appropriate and Inappropriate Conduct

**Appropriate Conduct.** EHN strives to ensure orderly operations and to provide the best possible work environment. EHN expects associates and others who may be engaged to provide services from time to time (such as temporary personnel, consultants, and independent contractors) to adhere to these standards of conduct while on EHN premises, attending EHN functions, or otherwise performing work-related activity and representing EHN.

**Dress Code and Personal Appearance.** Associates of EHN are expected to present a professional appearance and dress appropriately for the job they perform. Personal appearance impacts an associate’s performance of duties, for it usually influences the amount of respect and cooperation the associate receives from the public and from coworkers. When reporting to work each day, associates should be clean and neatly groomed.

While EHN is generally a casual atmosphere, all associates shall be always dressed professionally. Your specific position may require particular forms of dress. Your supervisor will inform you of any requirements specific to your assignment. Under no circumstances may associates wear cut-offs, tank tops, or other offensive, sloppy, suggestive, or revealing clothing. Associates may not wear pants or shirts that reveal the midriff, mini-skirts, or casual sandals.

If a supervisor considers an associate to be in violation of the appearance standards, the supervisor may instruct the associate to leave work to correct the discrepancy and then report back to work. In the event an associate is so directed, he or she is to check out (“clock out”) when leaving and check back in (“clock in”) upon returning to work and will not be paid for the time away from work. Repeated violations may subject the associate to corrective action up to and including termination.

**Social Functions.** At times, social events will be hosted by EHN for associates to attend. At all EHN social functions, associates are responsible for behaving in a professional manner. While alcohol may be served, to avoid disruptive behavior, associates should refrain from becoming intoxicated. Even at social functions, associates must remember that they are representing EHN, and they need to ensure that they are upholding EHN’s positive reputation at all times. Employees who fail to comply with this policy may be subject to discipline.

**Inappropriate Conduct.** All Associates are expected to engage in appropriate conduct on and off duty. If an associate engages in inappropriate conduct, he or she may be subject to termination or other disciplinary action to prevent future violations.

The following is a list of examples of inappropriate conduct. This list is a supplement to the conduct prohibited by other policies in this handbook, e.g., sexual harassment, drug-free workplace, social media. This list is general in nature and is not intended to be all-inclusive.

### ***Conflicts of Interest***

Associates should not place themselves in a position where their actions or personal interests may conflict with those of EHN. Associates should report to their manager any situation or position (including outside employment by an associate or any member of an associate's immediate household) which may create a conflict of interest with EHN.

Examples include:

- soliciting or profiting from EHN's consumer or prospect base or other EHN assets for personal gain
- acting as director, officer, associate, or otherwise for any business or institution with which EHN has a competitive or significant business relationship without the written approval of the chief executive officer

### ***Harm to Public and Customer Relations***

Associates should strive to maintain positive public and customer relations and avoid behaviors that could cause problems.

Examples include:

- discourtesy to a consumer, vendor, or the general public resulting in a complaint or loss of good will
- use of web-based or social media information technology (e.g., social networks, blogs, text apps, chat rooms, email) to harass or spread false, defamatory, misleading and/or inaccurate, or offensive information related to EHN its consumers, associates, officers, facilities, locations, activities, services or agents

### ***Insubordination***

Associates should follow the directions of their supervisors and not engage in insubordination.

Examples include:

- refusal or failure to follow directions from management
- insubordination or disrespect to superiors
- failure to carry out assigned tasks or duties enumerated in job description or assigned by supervisor

### ***Breach of Confidentiality***

Associates should maintain the confidentiality of protected information and not breach confidentiality, above and beyond any legal requirements

Examples include:

- breach of confidentiality relating to employer, associate, consumer, or vendor information
- unauthorized disclosure of confidential or proprietary information

### ***Breaching Information Security and Prohibited Recording Devices***

Associates should not use any recording device on EHN property or during working hours, nor under any circumstances to record an EHN consumer, unless expressly permitted to do so in writing by an officer of the corporation. The use of digital phones or any other camera or device that may capture visual images without the management's prior written permission is also prohibited.

Examples include:

- use of digital phones or other recording of visual images in staff-designated break areas, restrooms, and any other area where members of the public or co-workers would expect a reasonable degree of privacy and in any areas in which sensitive or closely guarded or business materials are used or housed.

### ***Misuse of Property***

Associates should not alter, damage, destroy or misuse EHN property or records, or another associate's property.

Examples include:

- theft or inappropriate removal or possession of property, including records and other documents
- unauthorized use of telephones or other EHN property
- using EHN equipment or property for purposes other than business

### ***Dishonesty***

Associates shall not provide false or misleading information to any EHN representative or in any EHN records. Examples include:

- employment application
- benefits forms
- time keeping records
- expense reimbursement forms, etc.
- case management records

### ***Aggressiveness***

Associates should not engage in inappropriately aggressive behavior.

Examples include:

- boisterous or disruptive activity in the workplace
- fighting or engaging in disorderly conduct on EHN's or a consumer's premises or off-site while representing EHN
- threatening violence in the workplace
- any conduct, verbal or physical, that intimidates, endangers or creates the perception of intimidation or intent to harm persons or property.
- physical assaults or threats of physical assault, whether made in person or by other means (e.g., in writing or by phone, fax or email)
- verbal conduct that is intimidating and has the purpose or effect of threatening the health or safety of another individual

### ***Weapons***

Associates shall not possess weapons while on duty. HR will provide more information about this policy. Examples include:

- possession of any weapon, whether lethal or not, on EHN property.
- in a vehicle being used on EHN business, in any EHN-owned or leased parking facility or at a work-related function

### ***Bullying***

Associates should not engage in bullying. Bullying is defined as repeated inappropriate behavior, either direct or indirect, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the workplace or related to work or outside of the workplace if the conduct or actions taken against the targeted individual have some influence or impact on the workplace.

Examples include:

- repeatedly singling out or isolating a person
- pointing at or raising your voice at an individual, whether in public or private
- shutting a person out; not allowing him or her to speak or express him- or herself (ignoring or interrupting); interfering with email or other forms of communication; not including him or her in

- meetings
- humiliation in any form; verbal or obscene gestures, personal insults or offensive and/or unwelcome nicknames
- constant criticism unrelated or minimally related to job performance; public reprimand
- hampering an individual's ability to do his or her work; assigning menial tasks not aligned with normal job duties
- spreading rumors or gossiping about another

### ***General Poor Performance***

Associates should avoid engaging in unsatisfactory performance or misconduct.

Examples include:

- violations of any of EHN's employment policies including, but not limited to, confidentiality, security, solicitation, insider trading, conflict of interest, and code of conduct
- negligence or improper conduct leading to damage of EHN, consumer or co-worker's property
- violation of safety or health rules or violation of any state/federal law within the scope of employment
- other types of inappropriate conduct described in this handbook, e.g., sexual harassment, unsafe work, etc.