



**Subject:** Corporate Ethics and Code of Conduct\**previously "Corporate Ethics"*

**Policy Number:** 004

**Authority to amend/peal:** Board of Directors

**Date Approved:** July 2000 (*re: June 30, 2011, June 25, 2015*)

**Reference:** CARF (2011) § 1.A.5, CARF 2015 1.A.6a

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### **POLICY**

It is the policy of Crossroads Diversified Services, to establish the Organization's core beliefs to guide the organization's attitudes and actions. This policy states our ethical, social and environmental values, which involves creating, communication and balancing value for all stakeholders. To signify acceptance and commitment to this Policy, each member of the Board of Directors will annually review and sign a Corporate Ethic and Code of Conduct acknowledgement. All employees will be provided this Policy in during orientation and will be maintained in the Employee Handbook.

#### **Our Commitment to Corporate Ethics**

- I. This statement of corporate ethics applies to all the activities of Crossroads Diversified Services and its operating divisions. More specifically, this statement applies to our employees, our Board of directors and management, our business and financial practices, our marketing and public relations activities, our treatment of the people we serve, and our relationships with our community and all our business partners. This statement is intended to build on the values our employees already bring to the workplace and to help them steer through the complexities, uncertainties and pressures that they face in their daily work.

#### **Our Fundamental Principles**

- I. Our mission is to empower persons with disabilities and other barriers to achieve sustainable employment through specialized education, training and ongoing support. We are passionate about our mission. It guides everything we do in our company.
- II. We are people dedicated to delivering best-value services and solutions to our business partners and the clients we serve. We will pursue these objectives with a commitment to high standards and personal integrity. How we pursue our mission is as important as the mission itself.



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**POLICY *cont.***

- III. We are driven by quality and customer satisfaction. We place the highest priority on the quality, timeliness and competitiveness of our services and our customer's satisfaction.
- IV. We pursue technical growth and market diversification to increase value for our customers and opportunity for our employees.
- V. We are energized with an entrepreneurial spirit.
- VI. We maintain our traditional small-company flexibility whenever possible, and, at the same time, facilitate the creation of collaborative efforts to support larger customer efforts.
- VII. We will be fair and professional; in all our business dealings and will honor our commitments to our business partners.

**Built by Excellent People and Team Effort**

- I. Our reputation for excellence has been earned by people for exceptional creativity, expertise, and determination working closely with our customers and each other
- II. To serve our business objectives, we provide opportunities for our employees to improve their competencies and to grow professionally.
- III. We promote the hiring of persons with disabilities
- IV. Widespread employee participation is fundamental to our success; Employees actively participate in addressing important corporate issues and have a strong voice in our decision-making processes.
- V. We promote an environment that encourages new ideas, high-quality work and professional achievement.
- VI. We insure equal opportunity for employment and advancement. We do not practice or condone any form of discrimination on the basis of ethnicity, race, creed, color, sex, sexual orientation, age, marital status or disability.



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**POLICY cont.**

**Our Commitment to the Persons We Serve**

- I. We believe that employment and access to services are civil rights. We will advocate at all times and in all forums to preserve and enhance these rights.
- II. We have special ethical responsibility to protect the confidentiality of information for the persons we serve. .
- III. We respect and promote the interests and self-determination of the persons we serve. We act with the highest integrity at all times in our relationships with the persons we serve and their significant others.
- IV. We do not engage in dual relationships with the persons we serve. We avoid any conflicts of interest in our relationships with the persons we serve.
- V. We invite persons with disabilities to participate in all aspects of the operation of our company.

**Our Commitment to Our Vendors, Suppliers and Subcontractors**

- I. We will endeavor to select vendors, suppliers and subcontractors who will adhere to our ethical; standards and commitment to quality products and services.
- II. We will be fair and professional in all our dealing with our vendors, suppliers and subcontractors.

**Our Commitment to our Neighbors**

- I. We will be responsible citizens, respecting the laws and customs of each community in which we live and conduct business.
- II. We will always strive to be a "good neighbor" and bring value to the neighborhoods in which we conduct business.

Any violations of ethics stated herein shall be reportable to the President/CEO who shall undertake efforts to quickly resolve allegations of violations of this statement.

The President/CEO of the Organization shall be responsible for conducting and implementing the foregoing policy and may delegate duties to subordinate staff as appropriate.