



Code of Ethical Conduct

Policy Statement: Career Support Systems, Inc. has an ethical responsibility to the persons receiving services and community it serves and is committed to strong principles of integrity and ethical conduct in all of its business transactions to maintain high corporate citizenship standing. Employees and the Board of Directors of CSS shall perform their duties in compliance with all federal, state, and local statutes, and following the guidelines set forth below. Employee conduct in violation of these guidelines becomes a concern of CSS and may result in disciplinary action against the employee. Suspected violations of CSS ethical standards shall be reported promptly to a person's immediate supervisor and the Directors.

Employee and Board Member Code of Ethical Conduct

1. Employees and Board Members must be alert in conducting business with non-employees to avoid even the appearance of misconduct, personal or financial gain, or conflict of interest.
2. Employees and Board Members are prohibited from accepting personal favors and/or benefits under circumstances, which may be reasonably construed as influencing the employee or board member's official activities. The employee or board member on behalf of other individuals may not accept such favors and benefits.
3. Employees and Board Members are prohibited from involvement in official activities in which a customer of CSS's services is a relative, in-law, or personal acquaintance. When the relationship results in a conflict of interest or perception of conflict of interest the employee and/or supervisor is required to report such circumstances to the Regional Managers or Directors.
4. CSS employees may serve as a witness to legal documents on behalf of persons served, so long as said documents are in the best interest of the person served and related to employment and services provided.
5. Employment on the staff at CSS will always be considered primary, and any employment outside of CSS will be considered secondary. Prior approval must be granted by the Regional Manager or Directors to any staff member for all secondary employment opportunities to avoid a conflict of interest in employment.

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6. Employees and Board Members of CSS must conduct themselves in a positive courteous manner toward persons receiving services at all times. The mistreatment of persons receiving services in any form is a matter of concern and will not be tolerated.
7. Misrepresentation of services or products to or for persons receiving services or business customers will not be tolerated. The marketing of services to the general public, funding agencies, and people with disabilities must be appropriately and accurately represented.
8. All visitors to CSS will be treated with respect and dignity, and must also abide by socially accepted rules of appropriate behavior and conduct. Personal property of all persons served, visitors, and personnel will be respected and safeguarded.
9. Confidentiality will be granted for all persons receiving services, families of persons receiving services, and public and private recipients of services from CSS.
10. Employees and Board Members of CSS will not discriminate against and/or refuse services to anyone based on age, race, creed, disability, marital status, sex, sexual orientation, socioeconomic status, national origin, or ancestry. These factors will also not be used in any human resource determinations of the organization, including the hiring and firing of employees.
11. All employees and Board Members will actively advocate in making CSS, a diverse environment that meets all of the needs of the communities and persons that we serve. CSS will also make all reasonable accommodations to promote equal opportunities' for participation across all levels of our organization, including providing access to outside social, legal, and or economic resources.
12. Posting on CSS sponsored social media sites and the use of e-mail blasts are for business-related purposes only. These sites and e-mail marketing are to communicate with CSS stakeholders on programmatic information, upcoming events, and for marketing purposes. CSS staff are to monitor the sites to ensure information represents the agency appropriately and that they are not being used for personal means. All employees are reminded of confidentiality standards when utilizing their social media sites. CSS staff is not to post CSS pictures, names, or other confidential information on their social media accounts.

Prohibited Activities include but are not limited to:

- Procuring alcohol or illegal drugs for persons receiving services
- Receiving gifts, gratuities, money or favors from persons receiving services or from relatives, friends or acquaintances of customers.

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- Receiving money or realizing personal financial gain from business, industries, or other community stakeholders with which CSS conducts business or which is under consideration for a business transaction.
- Waste, fraud, abuse of property, resources or funding belonging to or associated with CSS.
- Gambling, buying, selling, trading, borrowing or lending goods or money with, for, or to persons receiving services, business partners or potential business partners.
- Using relationships with, or clinical information obtained on, current or former persons receiving services to take unfair advantage of the customer, their relatives, friends or personal acquaintances.
- Engaging in sexual relationships, physical conduct, or inappropriate verbal sexual conduct with persons receiving services, or otherwise taking sexual advantage of persons receiving services, which constitutes sexual assault (A person commits sexual assault when such person has supervisory or disciplinary authority over another person and such person engages in sexual contact, with that person. Consent of the victim shall not be a defense to prosecution under this subsection.)
- Anyone in a leadership position shall resist personal, social, financial, political, and organizational pressures to use one's influence inappropriately. Anyone in a leadership position should not be involved in personal fundraising from employees or from individuals we serve.

Procedures for Resolving Allegations of Ethical Violations

1. Any suspected incidence of fraud, dishonesty, immoral, unethical or other inappropriate behavior, and conflict of interest or duality on the part of any board member, staff member, volunteer, student intern or visitor must be reported immediately to the Directors. CSS maintains a no-reprisal approach for any person reporting alleged ethical violations.
2. Any such allegation of fraud, dishonesty, immoral, unethical or other inappropriate behavior, conflict of interest or duality will be thoroughly investigated by a review team composed of the Regional Manager and Directors.
3. A thorough investigation will be completed within 10 business days of the alleged offense and will result in a report of findings on the incident by the Directors. Verification of any alleged incidences of immoral or unethical conduct could result in possible dismissal from employment, and if so indicated the report of such incident to the appropriate legal authority.

Signature: _____

Date: _____

Revised: 12/10, 7/13, 11/13, 7/14, 3/15, 1/16, 10/18, 8/19