



Solutions
HouseSM

| *Ethics . . .* On Purpose

SolutionsHouseSM Code of Conduct

Letter from the CEO

The reputation of Solutions House depends on each representative of our company always acting consistent with the law and our values. This Code of Conduct serves as our resource and guide for appropriate, professional and ethical behavior for all Solutions House employees, principals, consultants and contractors. It is a summary of my expectations for conducting business with integrity. It should go without saying that we will follow the laws in all countries where we do business, even when doing so might mean the loss of a business opportunity.

I'm proud to work with a team that is committed to the highest standards. We work hard to build trust and create an environment that invites candor and engagement. Our reputation is of utmost importance to our business and can be reflected in our clients' success. If you ever have concerns about the way we do business, I want to hear about it. You can contact me personally at 866-525-2130 x901.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Dauman'.

David Dauman



Our mission:

To provide excellent learning and development products and consulting services that help participants and organizations operate with integrity and enhance results while elevating the careers of those we work with. In providing guidance, knowledge, skills, opportunity, financial reward and personal satisfaction, we enrich the lives of those with whom we interact.

Our aspiration:

To be a trusted partner and thought leader to clients who look for organizational enhancement and personal success in a way that transcends topic and technology. We also strive to be the best employer and client for our own people.

Our values:

We are organized to serve clients with solutions that exceed their expectations. Part of the framework for achieving this goal is to approach our work with integrity. We purposely use our core values of Appreciation, Client Service, Collaboration, Commitment and Respect to guide our actions and our decisions.

1. Appreciation

Opportunities, trust and commitment are not entitlements. They must be earned. We show appreciation not only for the opportunities extended to us by our clients, but also for the contributions and sacrifices of people who work for us (and those who rely on them). We also value our own gifts, talents, time and dreams.

A component of our value proposition is an engaging and enjoyable work experience. We can accomplish this by adhering to the highest levels of trust, integrity and responsibility. We show appreciation by treating our clients, contractors and employees with fairness and honesty.

2. Client Service

Exceptional client service is our bearing point. Knowing that we work at the behest of our clients means that we support, anticipate and relentlessly serve their aspirations. While we provide expert consultation, we recognize that they are the ultimate owners of the solution. Our work is only as valuable as our clients perceive it to be. We focus as equally on the results we deliver as we do on the process of delivering those results.

We protect the confidentiality and privacy of our clients, employees, principals, consultants, contractors, our company and others with whom we do business. We honor all signed and implicit statements of nondisclosure and confidentiality. When in doubt, we treat all information as confidential.



When our personal interests or responsibilities do not align with our responsibilities on behalf of Solutions House or our clients, a potential conflict of interest – or even the appearance of a conflict – can result in a loss of confidence. We discuss any concerns and disclose any potential conflicts to provide the highest levels of transparency.

We are committed to ensuring our actions as business partners are consistent with our clients' specific codes of ethics and business practices.

3. Collaboration

Our organization is based on teamwork. We create opportunities to contribute to a team win and to hone individual skills. Collaboration also means being actively engaged with our clients as a team member and being a fit within their culture and to their needs.

We see the power of different viewpoints at work every day. By acting consistently with our commitment to a culture of inclusion and collaboration, we make clients and teammates feel welcome, appreciated and respected. Inappropriate conduct is not acceptable and must be discussed, disclosed and addressed.

4. Commitment

Our work is often challenging and requires that we focus our collective energies and talents on results. We execute our work to fairly earn our fees and future opportunities while delivering on the promises that we make when engaging with clients. Though we ultimately rely on one another, we each embrace accountability for delivering results and value. We keep accurate financial records and clear accounting procedures. We comply with the U.S. Foreign Corrupt Practices Act as well as the anti-bribery laws in the countries where we do business. Our dedication to the environment means that we approach our work sustainably and responsibly.

5. Respect

This value is foundational to all of the above. We extend respect to each individual we encounter. Our ethical conduct and considerate behavior stems from humility and kindness in how we address each individual, team and organization. Respect manifests through transparency and accountability. It also means respecting our individual differences in terms of all facets of diversity. It means being truthful (to others and to ourselves), trusting and being trustworthy. Solutions House values the many ways people differ, including gender, age, race, nationality, education, sexual orientation, religion, lifestyle and political affiliation. We highly regard and embrace diversity of thought.

Wherever we do business, we comply with wage and hour standards, laws prohibiting discrimination and harassment, safety guidelines and requirements of equal employment opportunity.



Tools for Making the Ethical Decision

- 1) Is your decision legal?
- 2) Does your decision align with the values of Solutions House?
- 3) Have you thoroughly identified and considered the intended and unintended consequences your decision may have on our clients, the environment, our company, your colleagues and yourself?
- 4) Does your decision feel right?
- 5) Would you be proud to tell others about your decision?
- 6) Would you be proud to see your decision in the newspaper?
- 7) Could you look back on your decision a year from now and feel it was the right decision?

Summary

It is our responsibility as employees, principals, consultants and contractors to conduct ourselves with integrity and to help our teammates do so as well. If a violation of the law or this Code is reported or otherwise suspected, the issue will be investigated and remedied if warranted. We are encouraged to report violations in good faith, without fear of retaliation or retribution. Those who violate the law or whose acts are not in accordance with this Code may be subject to disciplinary action, up to and including dismissal and cessation of contracting opportunities with Solutions House.

To report concerns or ask questions, call 1-866-525-2130 x5. All calls will be handled confidentially. Retaliation for reporting concerns will not be tolerated.



