



Conduct Expectations

As a representative of Winning Wheels, Inc. it is important to conduct yourself in a professional and respectful manner. The purpose of this Code of Expectations is to help ensure that the organization's expectations are clear and staff members are successful in meeting those expectations.

Standards of Conduct:

- Provide quality care and protect the rights of all residents/patients.
- Follow all laws and rules and be ethical, fair and honest.
- Avoid conflicts of interest and make decisions that are in the best interest of the organization and residents/patients.
- Promote a safe environment and appropriate workplace practices.
- Handle all interactions with respect and professionalism.
- Assume goodness in intentions.
- Uphold a culture of accountability.
- Preserve confidentiality and information security.
- Use social media and technology responsibly.
- Record, report and document information accurately and adequately.
- Cooperate with inquiries, audits and investigations.
- Maintain an open mind when discussing opportunities for improvement.
- Handle conflicts with diplomacy and respect.

Examples of Violations of the Conduct Expectations:

- Not following the established grievance policy/chain of command to address concerns.
- Threatening to quit or openly expressing dissatisfaction with a co-worker.
- Taking excessive breaks, leaving work incomplete or dumping work on co-workers.
- Using a tone of voice or demeanor that conveys disrespect or hostility.
- Failing to provide obviously needed assistance.
- Sending an electronic communication that conveys disrespect or hostility towards others.

The Compliance hotline has been established as an avenue for employees or interested parties to report suspected criminal activity, and illegal or unethical conduct occurring within the organization in the event other resolution channels are ineffective or the caller wishes to remain anonymous.

Winning Wheels, Inc. Compliance Hotline: 815-499-9329

Compliance Officer: Robin Landis, C.F.O. / Amber Schaefer Regional Director of HR

I acknowledge understanding and agreement with the Winning Wheels, Inc. conduct expectations:

Employee Signature

Date