

## Code of Business Ethics

**United Service Source, Inc.** channels work to its Service Providers/Employees on the understanding that the principles and guidelines contained in this code of ethics will be adhered to at all times. Trustworthy representation, responsible conduct, appropriate confidentiality, and professional appearance and performance are the core elements of this code. **Please review this document and sign and return the acknowledgement on the following page.**

### **Trustworthy Representation:**

USSSI expects that when a Service Provider/Employee accepts a job, it is done with the full intention of performing work according to technical specifications supplied by USSSI, to truthfully represent all circumstances relating to the job, and to represent USSSI to the best of your ability and in such a way that all parties to the job emerge with reputations enhanced and not tarnished.

### **Customer Service:**

Customer Service is a key priority at USSSI. Our ability to provide work rests entirely on the speed, quality and value of the service we furnish to our Customers on a nationwide basis. USSSI project coordinators employ you to do work locally. They coordinate nationwide projects with Customer corporate headquarters. The integrity of this relationship is of vital importance to our ongoing ability to secure work and it is what enables us to maintain the broad reach that we have. When you set up appointments we require that you do so as a USSSI representative. We ask that you not deal directly with Customers or site contacts in a way that might undermine our authority over a particular job. We trust that you represent us honestly and in a way that recognizes and acknowledges the privacy of our relationship with the Customer. There should be no conflict of interest.

There are service expectations on the part of Customers that we as Service Providers must meet. The standards we adhere to in meeting these expectations are what define us as professionals. USSSI expects that all Service Providers/Employees will abide by our professional standards in such a way that our Customers can always be confident of faithful representation.

### **Responsible Conduct:**

Acting responsibly entails the application of good judgment, common sense and trustworthiness. This involves the following: placing Customer needs ahead of your own wishes while performing work; assessing potential danger and acting with due regard for safety; adhering to Customer-required service constraints, such as not smoking on site, use of site phones or other similar conditions; respecting accepted norms of polite behavior; communicating clearly and often; following protocols exactly and documenting everything. USSSI has a zero tolerance for alcohol and drug abuse or harassment and treats reports of such as serious breaches of contract that will be dealt with in a severe and appropriate manner.

### **Appropriate Confidentiality:**

As stated in your signed Service Provider or Employee agreement, USSSI expects confidentiality to be observed with regard to business information obtained from USSSI. It is expected that Service Providers/Employees will not take sensitive company information and communicate, divulge or use that information in a manner perceived to be harmful to the interests of USSSI or its Customers.

### **Professional Performance and Appearance:**

USSSI has built a reputation over the years for quality commercial communications support services. This reputation — our most precious commodity — is based on your success. Your reputation stems from the quality and reliability of the service you provide and your pride is a function of how well you have fulfilled your duties in the past. It is therefore necessary for us to stress the qualities of professional performance; such as clean, competent, and intelligent work; excellent Customer service skills; impeccable paperwork; reliable pictures; accurate and punctual scheduling; open lines of communication and a willingness to go the extra mile. These are the virtues that we consistently reward and encourage in our Service Providers/Employees. This is a category where minimum definitions do not apply.



Appearance codes are set by professional standards tempered by common-sense solutions to the vagaries of working in all weathers and temperatures, and often under difficult circumstances. Service Providers/Employees should carry a towel and a spare t-shirt/sweat shirt to wear when interacting with site personnel. You are expected always to maintain a respectful and service-oriented demeanor and impinge as little as possible on the business activity of the job site. Leave a positive impression behind. Seek commendations and do nothing to merit complaints.

**In Short:**

Demonstrate respect to the Customer, the Customer's employees and the Customer's property. Maintain a professional focus and limit non-job related activity and conversation to a polite minimum. Anything that might be construed as harassment usually is, regardless of your intentions. Don't get drawn into interactions that have nothing to do with your job.

**Conclusion:**

While engaged in USSI installation and/or service work you are expected to conduct yourself according to the highest standards of ethical business behavior. As a Service Provider/Employee you are expected to subordinate personal preferences, opinions and practices to the requirements of the job as defined in your paperwork or explained by USSI personnel. By practicing a standardized code of ethical behavior, USSI Service Providers/Employees serve each other at the same time as they serve themselves. In this way the strength of one becomes the source of greater strength for the many.