



Ethics 4 Everyone!

Trust, Quality, Service and Value

Despite the codes of ethics, the ethics programs and special departments, corporations don't make the ultimate decisions about ethics. Ethical choices are made by individuals.

– M. Euel Wade, Jr.



THE CENTECH GROUP, Inc.

TRUST • QUALITY • SERVICE • VALUE

What Do We Mean by “Ethics”?

Don't lie.

Don't cheat.

Don't steal.

Don't cause harm.





Ethics 4 Everyone!

■ Purpose

- Communicate the CENTECH values and standards of ethical business conduct to team members
- Inform team members of company policies and procedures regarding ethical business conduct
- Establish companywide processes to assist team members in obtaining guidance and resolving questions regarding compliance with the company's standards of conduct and the CENTECH values
- Establish companywide criteria for ethics education and awareness programs



CENTECH's Corporate Culture and Values

Trust, Quality, Service and Value

▪ **TRUST**

- Honesty
- Team members, subcontractors, teaming partners, and vendors
- Evident in our work environment
- Ethical Code of Conduct
- Demonstrated through performance and professionalism



CENTECH's Corporate Culture and Values

Trust, Quality, Service and Value

▪ QUALITY

- The standard by which excellence is measured
- Most important element of our team, products and services
- Each team member is responsible for *value-added quality*
- Must be inherent to both the people and their work
- Our confidence in our team evidenced by our written, 100% customer satisfaction performance guarantee



CENTECH's Corporate Culture and Values

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▪ SERVICE

- Natural companion to team's commitment to honesty, trust and quality
- Satisfaction of our clients' needs is our reason for existing
- Responsive and cost effective service is our hallmark
- All team members are "client service specialists"



CENTECH's Corporate Culture and Values

Trust, Quality, Service and Value

▪ **VALUE**

- Value and quality go hand-in-hand with service
- Our success is a direct result of dedication to these principles
- Worth of our service evidenced by repeat and continuing business
- Value-added approach is the cornerstone of our success
- We never sacrifice quality by “cutting corners”
- Attention to detail – reasonable price



The CENTECH Ethics Policy and Code of Conduct

- Ethics are standards for thought, attitudes, values and beliefs
- Do what is right and good – rather than easy and comfortable
- Value-based business practices
- Let's review CENTECH's policy
- Code of Conduct
- How do you know how to make the right decision?
 - Is there a process?
 - What is Right vs. Wrong?
 - What is Right vs. Right?



Code of Professional Ethics

- Work hours
- Project Site
- Building access
- Using the employee locator
- Inclement weather & emergencies
- Out of office procedures
- Smoking
- Using your telephone
- Using the Internet
- Dress code
- We like “bad news”
- Keep your commitments

Polite and Cordial Atmosphere



Code of Personal Ethics (Section 3.4 – TM Handbook)

CENTECH's managers' commitment to conduct business lawfully and ethically is fundamental to its very existence as a corporation.

It is critical that all team members practice the highest standards of legal and ethical conduct in all their business dealings.

ANYTHING LESS IS UNACCEPTABLE.

Your Responsibilities to CENTECH!

- Obligation to behave at all times with honesty and propriety
- Conduct business within all guidelines established in the Team Member Handbook, which prohibit actual or potential conflicts of interests
- Fully comply with the rules and procedures established by the company's code of ethics
- Immediately report any suspected or potential violations to your supervisor or the Human Resources Department



Questions to Ask Yourself – Walk the Talk Ethical Action Test

Behavior should be an example of the values we profess to have

Our word is our bond

Behavior must be consistent with beliefs

- Is it legal?
- Does it comply with our rules and regulations?
- Is it consistent with our organizational values?
- Will I be comfortable and guilt-free if I do it?
- Does it match our stated commitments and guarantees?
- Would the most ethical person I know do it?
- Would I do it to my family and friends?
- Would I be perfectly ok with someone doing it to me?

Who is your ethical hero?



Respect, Responsibility and Results

- Treating everyone with dignity and courtesy
- Respect the organization – company assets
- Responsibility to customers, co-workers, organization and yourself
- Provide timely high quality goods and services
- Work together and carry your share
- Meet performance expectations and follow-through on promises
- Let people know when you are bothered
- Get results legally, ethically and with integrity
- The means to achieving ends – just as important as the end itself

Say “NO” with Tact

- Do not be tempted to “go along” to “get along”
- State your concern
- Propose alternative action that you feel is ethical
- Ask for the person’s help and agreement
- If necessary, seek assistance from a designated authority



Conflicting “Rights”

A dilemma is...

- A situation that requires you to choose between two equally balanced “rights”
- A predicament that seems to defy a satisfactory solution

Conflicting rights are issues that must be thought out, talked out and worked out.



Managing Conflicting Rights

- Ethical dilemma – Right vs. Right
- Eliminate the conflict
- Decide what's more right?
 - Which of the conflicting rights is in most line with laws, regulations and organizational procedures?
 - Which is more consistent with organizational values?
 - Which establishes the best precedent for guiding similar decisions in the future?
- Seek assistance





Conflicting Rights: Examples

- It's **right** to apply rules and regulations equally...
 - But it's also **right** to give special consideration to hard working, dependable and productive people.
- It's **right** to communicate information that other people need to do their work...
 - But it's also **right** to respect the confidentiality of information if you have agreed to do so.
- It's **right** to follow through on commitments made...
 - But it's also **right** to address a higher priority task that suddenly needs to be completed.



Ethical Decision-Making

- A close call
 - Sometimes the correct decision is not clear
- A new problem
 - Usually involve facts that have not been specifically addressed by policies and procedures of the company
- Multiple considerations
 - May require the input of so many different people that the decision process becomes very inefficient
- Personal cost
 - The right thing to do is clear, but the decision maker bears so much cost in lost time or personal sacrifice that the decision is difficult



Next Steps

- **Management**

- Feel free to approach your supervisor or manager with whatever ethical concern or question you might have
- Your management might refer you to another resource, but under most circumstances they should be your first point of contact

- **Human Resources**

- Contact Senior Vice President Human Resources, Lawyer Martin

- **Legal Department**

- Contact Vice President & General Counsel

- **Ethics Hotline – [703-970-6727](tel:703-970-6727)**