



## **Credit Suite Code of Ethics and Professional Conduct**

Our Purpose and Mission is to empower businesses to grow and to be the obvious choice for business owners to obtain the services and resources they need to succeed. This Code is to provide clarity on how we as Credit Suite employees, executives and team leaders practice our Core Values and work towards our purpose and mission.

All Credit Suite employees, executive and team leaders:

### **1. Provide Exceptional Customer Service:**

- We deliver more than is expected and delight more than thought possible.
- We show empathy to customers directly and through respectful internal conversations about external issues.

### **2. Are Innovative and Passionate Workers:**

- We think critically in order to create powerful solutions to needs.
- We power through adversity and do amazing things.
- We are creative and work hard at all times.
- We love to “Google It”.

### **3. Are Humble Learners:**

- We seek professional and personal development and learning.
- We believe that the benefits of learning are limitless.
- We understand that learning propels our efforts to build better teams and tools.
- We know that as we learn Credit Suite will continue to evolve, grow and change.

### **4. Work as a Team:**

- We put the team first and strongly believe teamwork always outperforms individual effort.
- We love collaboration; ideas are valued, expected and often implemented
- We take ownership when we've got it and we communicate when we don't.
- We recognize and praise each other's efforts and successes.
- We handle concerns or disagreements with respect and direct and prompt communication.

### **5. Take Ownership:**

- We take extreme ownership of all that we create, including both our successes and failures.

- We understand that every employee contributes to the overall company outlook.
- We are respectful of company time and resources.
- We understand and follow all company policies (current policies are found in the Zendesk Help Center).

**6. Are Professionals with Integrity:**

- We are honest in our dealings with clients, fellow team members and the company.
- We take seriously the opportunity and value of an hour of work. Every hour of work is effective, efficient, hard working and makes a difference. We choose to only receive pay for hours that meet this criteria.
- We show discipline, kindness and thoughtfulness in all our interactions and decisions.
- We do not use foul language, drugs or controlled substances while working.
- Harassment and exclusionary behavior are not acceptable: We welcome and support people of all backgrounds and identities. This includes, but is not limited to members of any sexual orientation, gender identity and expression, race, ethnicity, culture, national origin, social and economic class, educational level, color, immigration status, sex, age, size, family status, political belief, religion, and mental and physical ability.
- We treat co-workers, clients and ourselves with respect and dignity.

**CERTIFICATION**

I, (print name) \_\_\_\_\_, do hereby certify that I have received, read and understand this Code of Ethics and Professional Conduct.

DATE: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_