



Vendor Code of Conduct

People are the most valuable asset of our organization. Ohio Living strives to create an atmosphere that is free from harassment and intimidation of any kind. You should expect to be treated with respect and fairness by everyone at Ohio Living and any of its locations or divisions. In return, we expect that you will treat all Ohio Living residents, clients, visitors, employees, vendors, and others with respect and fairness. If you notice activity that you believe is disrespectful, unethical, illegal or wrong, please report the activity so that it may be appropriately addressed.

Ohio Living has a Four-Step Communication and Reporting Process:

1. Talk with the department manager at the location for which you are providing services.
2. If you are not comfortable discussing your concerns with the department manager, or you don't receive an adequate response, contact the local Executive Director or someone in Corporate Human Resources at (614) 888-7800.
3. If you cannot follow the first two steps, or if you do not want to give your name, call the Ohio Living Hotline at (877) 780-9366.
4. You may also contact Dana Ullom-Vucelich, the Ohio Living Ethics and Compliance Officer, at (614) 888-7800, where you may leave a direct voicemail message.

Ohio Living will not take action or retaliate against you or any member of your company when you report an issue, problem, concern or violation to management, Human Resources, Compliance or the Hotline in good faith.

As a vendor, I agree to the following guidelines to ensure that Ohio Living maintains an atmosphere of respect:

- I shall treat others with dignity and respect at all times, regardless of position or status.
- I understand that activities not in compliance with the Vendor Code of Conduct may result in being barred from conducting business with Ohio Living.
- I understand that the Vendor Code of Conduct requires me to:
 - be polite to residents, clients, visitors, employees, vendors, and others at all times;
 - be helpful and respond to customer questions, concerns and needs quickly and sensitively;
 - avoid physical contact or verbal conduct that is threatening, intimidating or inappropriate;
 - report any conflicts or inappropriate activities following the Reporting Process above.

I understand that this Vendor Code of Conduct applies to me and my services provided to Ohio Living. I agree to abide by the Vendor Code of Conduct, and will seek advice from a manager, Human Resources, the Ethics and Compliance Officer or the Hotline if I have questions or concerns.

Signature

Date



Our Mission

Our mission is to provide older adults with caring and quality services toward the enhancement of physical, mental and spiritual well-being consistent with the Christian Gospel.

Our Values

We Believe in inclusiveness. We are open to residents, clients, staff and volunteers without discrimination of any kind.

We Believe in a High Ethical Standard. Not only do we hold ourselves to the letter but also to the spirit of the law in all tasks and relationships.

We Believe our Reputation for High Quality and Caring Services is our most valuable asset. We strive to make excellence the mark in all we do.

We Believe that Dedicated Staff and Volunteers are the key to providing high quality and caring service. The chief responsibility of management is to help them succeed in their efforts.

We Believe in Respect for all whom we service. We guard privacy, dignity, independence and safety to the best of our ability.

We Believe in Responsiveness to those whom we service and who service with us. We provide opportunity for them to voice their concerns and make suggestions.

We Believe in the Necessity of Innovation. We encourage everyone in the organization to take initiative, be creative and constantly improve.

We Believe that Effective Communication among ourselves, our constituencies and the public is essential to success. We work continually to upgrade our communications.

We Believe in Financial Stability. We always assure financial capability to support the services we have chosen to pursue.

We Believe in Being a Good Neighbor. We cooperate in benefiting community welfare wherever we serve.