



CODE OF CONDUCT

Basic Rules of Conduct

Introduction – The Code ensures that Board members, officers, associates, contractors, agents, and all those associated with UHP know and understand the organization's expectations of behavior. In the final analysis we each must conduct ourselves in a way that preserves and enhances the integrity of the organization and UHP's reputation in the community.

Build Trust and Credibility

The success of our business is dependent on the trust and confidence we earn from our associates, patients/customers and shareholders. We gain credibility by adhering to our commitments, displaying honesty and integrity and accomplishing organization goals solely through respectable conduct.

Respect for the Individual

We all deserve to work in an environment where we are treated with dignity and respect. UHP is committed to creating such environment because it brings out the full potential in each of us, which, in turn, contributes directly to our business success.

Urban Health Plan is an equal employment/affirmative action employer and is committed to providing a workplace that is free of discrimination of all types from abusive, offensive or harassing behavior.

Create a Culture of Open and Honest Communication

At UHP everyone should feel comfortable to speak his or her mind, particularly with respect to ethics concerns. Directors and coordinators have the responsibility to create an open and supportive environment where associates feel comfortable raising such questions.

UHP will investigate all reported instances of questionable or unethical behavior. In every instance where inappropriate behavior is found to have occurred, the organization will take appropriate action.

Urban Health Plan, Inc. requires all associates to adhere both the organizational “Code of Conduct” and to the canon of ethics proscribed by their profession. Violation of the organizational “Code of Conduct” may be grounds for immediate termination.

- We will act with integrity when working with patients/clients, colleagues, and members of our local communities and maintain an ethical and lawful environment. We will maintain a professional demeanor.
- We will provide the best quality services to our patients/clients while observing the highest standards of legal and ethical conduct.
- We will exercise the utmost care in our day-to-day conduct, strive to follow the principles of UHP's Mission, Vision, Values statement, and Operating Credo and make every effort to follow the principles of UHP's compliance program.
- We will strictly abide by and respect all rules and regulations that apply to our activities.
- We will become familiar with and understand the legal and regulatory requirements relevant to our duties.
- We will respect and be sensitive to the cultural values, religious beliefs, and needs of patients/clients, their family members, associates, and visitors.
- We will refrain from discrimination or persecution of any kind, especially when related to gender, age, color, religion, sex, national origin, citizenship, marital status, sexual orientation, disability, military status, or any other characteristic protected by applicable federal, State or local laws.
- We will act in accordance with all government requirements regarding record keeping and we will safeguard the confidentiality of patient/client and organizational information.
- We will make certain that all communications and exchanges of information, both within UHP, and external to UHP are truthful and correct.
- We will follow the highest ethical and organizational standards when acting on behalf of UHP. We will avoid conflict of interest, the appearance of conflict, and or using a UHP position for personal gain.