

CONSULTANT CODE OF CONDUCT

These 10 Guiding Principles define our behaviors as Consultants at Cornerstone Systems:

FIRST, DO NO HARM

This oath used in the medical profession is also appropriate to quality management. In every action you do, make sure it is in the best interest of your client and their employees. Doing that will help ensure that Cornerstone's and your motives are honorable.

BE AVAILABLE FOR YOUR CLIENT

Address all client requests for your time and notify Cornerstone if you are unable to satisfy a request.

STRIVE FOR EXCELLENCE

For your client, for yourself, and for Cornerstone. Maintain a high standard for each, and continually improve to ensure that we are all successful.

EMPOWER THE CLIENT

Do not create systems or provide advice that creates a dependent relationship. The client should be stronger and wiser from your contribution.

PROTECT THE INFORMATION YOU HAVE BEEN ENTRUSTED WITH

Maintain the trust and confidentiality of your client's information, except when you are compelled to do otherwise because of a legal or client requirement. Safeguard their data to ensure that client confidentiality is maintained. Observe ITAR restrictions, when applicable.

AVOID CONFLICTS OF INTEREST

If you anticipate a conflict of interest because you are representing two opposing interests, you agree to take all reasonable steps to avoid the situation or have another Cornerstone consultant assist by representing one of the sides.

ACT ONLY WITHIN YOUR SCOPE OF COMPETENCE

Do not be afraid to admit that you do not know an answer. No one has all of the answers, but you are expected to leverage the combined experience of the entire team to best serve your client.

UPHOLD CORNERSTONE'S GOOD STANDING

Act in a manner that promotes the reputation of Cornerstone Systems and refrain from conduct which detracts from it, whether verbal or written.

ETHICAL BILLING

Diligently document your time. Always strive for accurate billing and well-documented activities. Do not exceed the wishes of the client by performing more service than they want but allow them to make informed decisions about the amount of support they require.

PROMOTE CLIENT SATISFACTION

Always strive for client satisfaction by delivering your best effort. Immediately notify Cornerstone management of a client complaint.