

CODE ETHICAL STANDARDS & CONDUCT

Life Balance Recovery (LB) is committed to maintaining the highest ethical standards in all operations. All employees must act with integrity, comply with legal and ethical standards, and avoid conflicts of interest. Employees and stakeholders are required to act in the best interest of LB, its clients, and customers, comply with all applicable laws, regulations, and ethical standards, avoid conflicts of interest and situations that may appear unethical, conduct business fairly, impartially, and with integrity, maintain professionalism and accountability in all responsibilities, and report any unethical behavior, fraud, waste, or abuse.

HR is responsible for investigating all allegations of misconduct, reporting findings to the owner and involved personnel, and taking appropriate corrective actions based on findings. A copy of this Code of Conduct is posted throughout the facility.

Compliance Monitoring & Reporting Violations

Employees are responsible for ensuring compliance with this policy. Any suspected violation of the Code of Ethics must be reported to a supervisor or Director as soon as possible. If a supervisor is unavailable, reports should be made to another supervisor in the employee's chain of command. No retaliation will be taken against individuals who report violations in good faith.

The supervisor will investigate and ensure client safety. A written report must be submitted within two business days, including the names of those involved and witnesses, date, time, and circumstances of the alleged violation, and actions taken and further steps required. The Compliance Officer will review the report and determine additional actions. The report is submitted to the CEO, who will decide if further investigation is needed. Disciplinary actions may be taken, up to and including termination.

Confidentiality & Conflict of Interest

Employees must always protect client and organizational confidentiality. Unauthorized disclosure of confidential information is strictly prohibited. Employees must avoid situations where personal or financial interests interfere with their duties. All conflicts of interest must be disclosed to leadership.

Workplace Relationships & Professional Boundaries

Employees are not allowed to engage in romantic or sexual relationships with other LB staff members. Employees cannot accept money, gratuities, or valuable items from clients or their families. Personal fundraising at work is not allowed. Employees must set and maintain professional boundaries with clients and colleagues.

Organizational Fundraising

Life Balance Recovery does not currently engage in organizational fundraising activities. Should this change in the future, all fundraising efforts will adhere to ethical standards, legal requirements, and transparent communication practices. Any future fundraising will be conducted with integrity and in alignment with the organization's mission and values.

Contractual Relationships

All contractual relationships entered on behalf of Life Balance Recovery (LB) must be conducted with honesty, fairness, and transparency. Employees involved in negotiating or managing contracts must act in the best interest of the organization and avoid any actions that could be perceived as favoritism or self-dealing. Contracts should be reviewed carefully to ensure compliance with all applicable laws, regulations, and ethical standards. Any actual or potential conflicts of interest related to a contractual agreement must be disclosed to leadership immediately.

Corporate Responsibility & Leadership Standards

LB upholds ethical leadership in all business and service operations. All business activities must be conducted with honesty and transparency. Marketing materials must be truthful and ethical.

Employees are expected to always maintain professional boundaries, not accept gifts, money, or gratuities from clients, avoid conflicts regarding personal property, and not witness legal documents unless authorized.

LB enforces fair employment practices and equal opportunities. A zero-tolerance policy is in place for harassment and discrimination. Workplace violence is strictly prohibited.

LB strictly prohibits waste of company resources, fraud of any kind, and abuse of clients, staff, or stakeholders. All employees must also comply with the State of Utah DHHS Code of Conduct.

Compliance & Enforcement

Violations of this policy may result in disciplinary action, including verbal or written warnings, suspension, or termination of employment. LB reserves the right to update or modify this policy as needed to ensure compliance with ethical and professional standards.

External Communications

Occasionally, employees may be contacted by outside sources requesting information about LB matters, including information regarding current or former employees, LB projects, or other workplace issues. To avoid providing inaccurate or incomplete information to outside sources, and the possible negative exposure that may result from providing information about LB to outside sources, any employee contacted by any outside source regarding LB should immediately contact the appropriate LB representative, as detailed below.

Employees violating this policy may be subject to Corrective Action, up to and including termination of employment.

Social Media

Staff is not to engage through social media, outside applications with any clients and or friends or family of clients. If contacted through these matters staff will let the Director know immediately to come up with a plan of solving. Staff meet with the client face to face and let them know they can't contact them through these sources and discuss the proper way to get in contact with staff. Staff who engage in this behavior are acting outside of the Code of Ethics and will be required to sit in for a performance evaluation to determine how to proceed. Life Balance holds some social media accounts where staff can reach out if needed.

Employees violating this policy may be subject to Corrective Action, up to and including termination of employment.

Media Contacts

If a representative from any media organization (e.g., television, radio, or newspaper reporters) contacts an employee, the employee should immediately refer the representative to LB's Director. No employee may communicate with media agents regarding the LB without prior authorization from the Director.

Other Wrongdoing

Life Balance Recovery is committed to maintaining a workplace free from any form of wrongdoing, including fraud, theft, discrimination, harassment, and other unethical or illegal activities. Employees who witness or suspect any form of misconduct should report their concerns immediately to a supervisor, the Compliance Officer, or HR. All reports will be taken seriously and investigated thoroughly. Retaliation against individuals who report wrongdoing in good faith is strictly prohibited. Employees found to be engaging in or covering up any form of misconduct may be subject to disciplinary action, up to and including termination of employment and potential legal consequences.

Qualified Disabilities – Americans with Disabilities Act

Employees may take a temporary disability leave of absence, if necessary, to reasonably accommodate a workplace injury or an ADA-qualified disability. Any disability leave under this section will begin after the employee has exhausted any medical leave to which the employee is entitled. During any disability leave,

employees are not entitled to any continued LB contributions toward any employee benefit plan, including any health insurance. An employee, however, may elect to continue participating in such benefit plans, at the employee's own expense, to the extent permitted by such plans. While an employee is on a disability leave of absence under this section, LB will hold the employee's position open or fill the position temporarily, unless doing so would create an undue hardship for LB.

Worker's Compensation

The employees of LB shall be covered for injury and occupational illness arising out of and during the hours of employment by the Worker's Compensation Act of the State of Utah. All injuries incurred while working in the performance of LB duties shall be reported to the Director. In addition, the hours worked by individuals performing community service/jail alternative service shall be reported for coverage purposes.

Social Security

All employees shall be covered by the Social Security Act. The employee contributes half of this cost through payroll deduction.

Unemployment Insurance

All LB employees are covered by Unemployment Insurance under the provisions of the Utah Employment Security Act. The cost of this benefit shall be incurred entirely by LB with no cost to the employee.