Code of Conduct

THE FIVE PILLARS OF ARUP CULTURE
ARUP is committed to providing the highest-quality laboratory services to its clients while maintaining a culture of trust and respect for employees. The five pillars of ARUP culture reflect the day-to-day application of our core values, mission, and client commitment statements.

1. Provide Excellent Patient Care
2. Create a Good Working Environment
3. Do the Right Thing for the Patient
4. Improve Continuously
5. Act Responsibly

CORE VALUES

INTEGRITY FIRST
Honor commitments; be honest and fair; have the courage to stand up for the needs of others.

SERVICE BEFORE SELF
Provide prompt, courteous, respectful, and individualized service; be warm and caring; show concern; focus on “we” rather than “I”; be a positive ambassador for exceptional, selfless service.

EXCELLENCE IN ALL WE DO
Competence is the cornerstone of excellence; compassion, the foundation of our interactions; tenacity, the determination to do the right things right, the first time, every time, through empowered leadership.

COMMITMENT TO SAFETY
Workplace health and safety is a top priority. Safety is both an individual and shared responsibility of all managers, supervisors and employees. Together, all workforce members strive to treat everyone with respect, build trust, and listen to understand safety and health issues while supporting each other to work in a safe and healthful manner and in compliance with all applicable rules and regulations.

ORGANIZATIONAL VALUES

- Provide excellent, courteous service and high-quality results while returning a reasonable profit.
- Support education, research, and advancement of healthcare professions.
- Promote open communication, mutual respect, teamwork, creativity, and innovation.
- Treat workforce members fairly and in a dignified manner, providing them with a safe and high-quality work environment, fair compensation, the right to be heard, and opportunities to grow and learn within ARUP

CUSTOMER VALUES

- Keep the customer’s needs first, always remembering that the patient is the ultimate customer.
- Cheerfully acknowledge customers; treat them with respect, honesty, and compassion.
- Speak with a smile; always address people by name, whether in person or on the telephone.
- Be assertively friendly; take initiative and help people.
- Understand customer needs.
- Own customer concerns until satisfactorily addressed.
- Escort, rather than point.
- Make business convenient for customers; provide hassle-free, one-stop service.
• Strive to keep customers satisfied.

WORKFORCE MEMBER VALUES
• Be reliable. Workforce members are expected and required to report to work on time and must be free of any condition that would impair or distract from their work performance.
• Work safely.
• Focus on quality.
• Be productive.
• Behave in a manner that will promote the well-being of workforce members, customers, and business. No ARUP workforce member shall use abusive or threatening language toward any other workforce member, customer, or visitor, whether in person, on the phone, or in writing.

COMPLIANCE WITH THE LAW
Every ARUP workforce member is expected to comply with all applicable laws and regulations.

• Diligent observance of the law is a requirement from which there can be no exception.
• Supervisors must know all applicable laws and ensure that the personnel they supervise know them.
• ARUP workforce members will perform their work while observing the highest ethical principles.
• In accordance with ARUP’s anti-trust policy, workforce members may not discuss or communicate prices, discounts, bids, or costs with competitors, nor may they discuss allocation of customers, territories, or limitations of services. Workforce members may not deliver an ARUP price list to a competitor or accept a competitor’s price list from its representative. All workforce members should be familiar with the anti-trust policy, which is available in MasterControl.

QUALITY
ARUP’s continued success and good reputation depend on the consistently reliable high-quality performance of its workforce members in every situation and under all circumstances.

• Every workforce member should have the working knowledge and competence needed to achieve and maintain satisfactory performance.
• No workforce member should knowingly be given or accept an assignment involving unwarranted ethical, physical, or professional risks.

FAIRNESS
ARUP strives to treat all workforce members equitably.

• ARUP will strive to provide workforce members with a safe work environment, equitable pay and benefits, and the right to be heard.
• ARUP will strive to ensure that no workforce member is treated arbitrarily in a materially different way from other comparable workforce members.
• ARUP will strive to ensure that no workforce member is subject to exemplary punishment.
• ARUP will strive to ensure that no workforce member who has committed a serious violation should be granted immunity from the enforcement of this code.
• ARUP will strive to promote fair competition and candid treatment of its clients.

SAFETY
ARUP provides and promotes a safe and healthful workplace.
• No task or job is urgent or important enough to be conducted in an unsafe manner.
• ARUP workforce members must take personal responsibility for their own safety and the safety of their co-workers.
• ARUP workforce members should maintain vigilance to identify unsafe conditions and report them immediately.