

## **AMERICAN HEART ASSOCIATION ETHICS POLICY**

The purpose for this ethics policy is to support a culture of openness, trust, and integrity in all American Heart Association management and business practices. A well understood ethics policy requires the participation and support of every AHA volunteer and employee.

At the American Heart Association, we are dedicated to working with our volunteers, employees, partners, vendors and customers to reduce disability and death from cardiovascular diseases and stroke.

We are committed to conducting all of the AHA's affairs and activities with the highest standards of ethical conduct. The AHA Code of Conduct in the Human Resources policy manual provides guidance for decisions and actions during our daily work. We are committed to the responsible use of AHA assets; to provide accurate, complete and objective information; to respect the confidentiality of financial and other information; to act in good faith and exercise due care in all we do; to comply with all rules and regulations and to proactively promote ethical behavior.

The AHA's Ethics are built on the AHA's Core Values. As such, we acknowledge our individual responsibility to ensure our collective success by practicing and promoting the following values that reflect a shared view of how we want to operate and be seen by others.

### **Guiding Values**

New Values have been developed with the 2014-17 Strategic Plan.

- Improving and Extending People's Lives,
- Bringing Science to Life, Speaking with a Trustworthy Voice,
- Building Powerful Partnerships,
- Inspiring Passionate Commitments, Meeting People Where They Are,
- Making Extraordinary Impact,
- Ensuring Equitable Health for All

### **Code of Ethics**

The code of ethics includes the following provisions:

American Heart Association Employees and Volunteers must:

- Be honest and ethical in their conduct, including ethical handling of actual or apparent conflicts of interest between personal and professional relationships.
- Comply with applicable government laws, rules and regulations.
- Maintain the confidentiality of information entrusted to them by the AHA or its Customers except when authorized or otherwise legally obligated to disclose.
- Deal fairly with AHA customers, suppliers, competitors, volunteers, and employees.
- Provide constituents with information that is accurate, completely objective, relevant, timely, and understandable.
- Proactively promote ethical behavior as a responsible partner among peers in the work environment.
- Protect and ensure the proper use of company assets.
- Prohibit improper or fraudulent influence over the External Auditor.

## **Our People**

The AHA is committed to provide a work environment that values diversity among its volunteers, and employees. All Human Resource policies and activities are intended to create a respectful workplace where every individual has the opportunity to reach their highest potential.

Employees are provided opportunities regardless of race, color, national origin, religion, gender, sexual orientation, age, veteran status, or disability. These policies apply to both applicants and employees in all phases of employment including recruiting, hiring, placement, training, development, transfer, promotion, demotion, performance reviews, compensation, benefits, and separation from employment.

We will evaluate how we are living up to our code of ethics by requesting feedback on a regular basis from our employees, volunteers and Customers. We will provide all of our stakeholders a mechanism to report unethical conduct. We will begin with employee orientation and regularly communicate all of these expectations to employees and volunteers.

AHA volunteers, employees, contractors and suppliers are expected to report any practices or actions believed to be inappropriate to the supervisor, another AHA leader, the Human Resources department, or via the AHA ethics hotline.

## **Our Customers**

We are devoted to 100% customer satisfaction. We are devoted to developing “customer enthusiasm,” and have a passion about exceeding customer expectations. We dedicate ourselves to anticipating the changing needs of customers and creating timely, innovative and superior programs, products, and services.

## **Conflict of Interest**

As representatives of the American Heart Association, employees and volunteers are obligated to place the interest of the AHA in any transaction involving the AHA ahead of any personal interest or personal gain, and to disclose all relevant facts in any situation where a potential conflict of interest may arise.

An underlying principle of “conflict of interest” is that employees and volunteers should avoid any activity, investment, or interest that might reflect unfavorably on the reputation or decisions of the American Heart Association.

Employees and volunteers are expected to seek clarification of and discuss any questions about potential conflict of interest with their supervisor, another AHA leader, the Human Resources department, or use the AHA Ethics Hotline.