



Standards of Conduct Policy

Last Updated: January 2025

General Business Principles / Standards of Conduct

Caylent is committed to achieving the highest standards of professionalism and ethical conduct in its operations and expects all Caylent personnel, known as “Cayliens”, to conduct their business according to the highest ethical standards of conduct.

Our values are our north star. They guide our approach to work and interact with our customers and each other. By living our values each and every day, Caylent maintains a rich and vibrant culture where we do top work and enjoy doing it. Caylent’s four values are:

- **Be an Exceptional Partner:** Exceed expectations. Leverage your knowledge. Be a problem solver. Communicate effectively.
- **Rise Together:** Enjoy the journey. Go the extra mile. Be humble. Solve together.
- **Stay Curious:** Keep a beginner's mindset. Make time to learn. Share your knowledge. Use new knowledge to forge opportunities.
- **Lead by Example:** Empower disruption. Foster a blameless culture. Get involved. Favor action.

To function effectively, every organization must develop policies and procedures to protect its employees, contractors, and clients. Caylent is no exception. Generally, conduct that may be disruptive, unproductive, unethical, or illegal will not be tolerated. The following is a non-exhaustive list of conduct that may violate this Policy:

- Falsifying records (including resumes)
- Engaging in fraud
- Removing employer property from the premises without authorization
- Being habitually tardy or absent
- Engaging in poor timekeeping
- Being under the influence of intoxicating substances on employer property at any time (or while working remotely)
- Being insubordinate
- Using or abusing employer time, property, materials, or equipment without authorization
- Being absent from work without authorization during scheduled work hours
- Inappropriate behavior on email or Slack, or in conversation
- Defacing employer property
- Engaging in criminal activity
- Violating or abusing policies
- Neglecting job duties

Caylent may consider a Caylien's job performance, prior violation of work rules, and other relevant circumstances in determining whether to counsel, warn, suspend, or discharge a Caylien. It is up to the Caylien's supervisor and Caylent to decide whether corrective action, up to and including termination, is appropriate.