



The Voice of Your Customer

2516 Park Avenue – Cincinnati, OH 45206 (513) 281-3228
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Overview of Ethical Conduct

At The Voice of Your Customer, ethical conduct and legal compliance are the foundation for our position in the niche marketing industry. The Voice of Your Customer's ability to maintain its position requires that each company representative and subcontractor exhibit a high level of personal integrity when interacting with customers, business partners and one another. Company representatives and subcontractors must allow honesty, common sense and good judgment to govern their conduct.

As a condition of contract approval, each company representative and subcontractor is expected to comply with this Code of Business Ethics and will be held accountable if he or she fails to do so. Any violation of this Code, or any conduct that violates any law, rule, regulation, or ethical or professional norm, is subject to disciplinary action, up to and including termination of a contract. Company representatives and subcontractors are also expected to cooperate fully with any company audits or investigations and to answer all questions fully and truthfully.

Code of Business Ethics includes:

- Compliance with Laws, Rules and Regulations
- Recording and Reporting of Company Information
- Misuse of Proprietary Information or the Misrepresentation of Material Facts
- Management of Confidential and Proprietary Information
- Discrimination in Hiring or Subcontractor Selection
- Creating a Harassment Free Work Environment
- Safety in the Workplace
- Conflict of Interest and Corporate Opportunities
- Protection and Proper Use of Company Assets

To report unethical and/or illegal conduct/ethics, contact:

The Voice of Your Customer
Crystal L Kendrick, President
2516 Park Avenue – Cincinnati, OH 45206
513.281.3228 – phone
info@thevoiceofyourcustomer.com – www.thevoiceofyourcustomer.com

The Voice of Your Customer will take reasonable steps to maintain the confidentiality of any company representative, subcontractor, business partner or customer who makes a non-anonymous report.

3 July 2009



Do you offer EXCEPTIONAL customer experiences...or simply good products and services?