

## **Core Values and Ethics**

### **Code of Ethics and Professional Responsibility**

#### **Core Principle**

As professionals, we are responsible for adding value to Soft Bones Canada™ (herein “SBC”) and contributing to the ethical success of this organization. We accept professional responsibility for our individual decisions and actions. We are also advocates for SBC by engaging in activities that enhance its credibility and value.

#### **Our Code of Ethics**

- Respect for the communities we work with and serve;
- Integrity in our actions;
- Responsibility for our decisions and their consequences.

#### **We are committed to:**

- Acting honestly, truthfully and with integrity in all our transactions and dealings;
- Avoiding conflicts of interest;
- Appropriately handling actual or apparent conflicts of interest in our relationships;
- Treating all stakeholders fairly;
- Treating every individual with dignity and respect;
- Treating our volunteers and contractors with respect, fairness and good faith and providing conditions that safeguard their rights and welfare;
- Being a good corporate citizen and complying with both the spirit and the letter of the law;
- Acting responsibly toward the communities in which we work and for the benefit of the communities that we serve;
- Being responsible, transparent and accountable for all of our actions;
- Improving the accountability, transparency, ethical conduct and effectiveness of the nonprofit field.

#### **Intent**

- To build respect, credibility and strategic importance for the people within our organization, and the communities in which we work;
- To assist SBC in achieving its objectives and goals;
- To inform and educate current and future health care professionals, the patients and caregivers we serve, and the general public about HPP and the concerns of our patient population and the rare disease community;
- To encourage professional decision-making and responsibility;
- To encourage social responsibility.

#### **Guidelines**

- Adhere to the highest standards of ethical and professional behavior;

- Measure the effectiveness of our programs in contributing to or achieving organizational goal;
- Comply with the law;
- Work consistent with the core values we express;
- Strive to achieve the highest levels of service, performance and social responsibility;
- Advocate for the appropriate appreciation of volunteers and those who represent significant contributions to relieve the burdens of our patient community;
- Advocate within the established forums in order to influence decision-making and results that will impact quality of life for those in our patient community and the rare disease community at large.

## **Professional Development**

### **Core Principle**

As professionals, we must strive to meet the highest standards of competence and commit to strengthen our competencies on a continuous basis.

### **Intent**

- To expand our knowledge of our field of interest to further our understanding of how our organization functions;
- To advance our understanding of how to best serve our patient community and those whose decisions have direct impact on their quality of life.

### **Guidelines**

- Pursue educational opportunities;
- Commit to continuous learning, skills development and application of new knowledge related to furthering our mission and the organizations and the needs of the patients we serve;
- Contribute to the body of knowledge and the growth of individuals through teaching, research and dissemination of knowledge.

## **Ethical Leadership**

### **Core Principle**

SBC's volunteers and contractors are expected to exhibit individual leadership as a role model for maintaining the highest standards of ethical conduct.

### **Intent**

As professionals, those we serve are looking to us to:

- To set the standard and be an example for others;
- To earn individual respect and increase our credibility with those we serve.

### **Guidelines**

- Be ethical; act ethically in every interaction;

- Question pending individual and group actions when necessary to ensure that decisions are ethical and are implemented in an ethical manner;
- Seek expert guidance if ever in doubt about the ethical propriety of a situation.

## **Fairness and Justice**

### **Core Principle**

At SBC, we are ethically responsible for promoting and fostering fairness and justice for all stakeholders.

### **Intent**

To create and sustain an environment that encourages all individuals and the organization to reach their fullest potential in a positive and productive manner.

### **Guidelines**

- Respect the uniqueness and intrinsic worth of every individual;
- Treat people with dignity, respect and compassion to foster a trusting work environment free of harassment and intimidation;
- Ensure that everyone has the opportunity to develop their skills and new competencies;
- Develop, administer and advocate policies and procedures that foster fair, consistent and equitable treatment for all;
- Regardless of personal interests, support decisions made by our organizations that are both ethical and legal;
- Act in a responsible manner and practice sound management in the country(ies) in which the organizations we serve operate.

## **Conflicts of Interest**

### **Core Principle**

As Organization professionals, we must maintain a high level of trust with our stakeholders. We must protect the interests of our stakeholders as well as our professional integrity and should not engage in activities that create actual, apparent, or potential conflicts of interest.

### **Intent**

To avoid activities that are in conflict or may appear to be in conflict with any of the provisions of this Code of Ethical and Professional Standards or with one's responsibilities and duties as a member of the not-for-profit consulting profession and/or as an employee or volunteer of any organization.

### **Guidelines**

- Adhere to and advocate the use of published policies on conflicts of interest within your organization;
- Refrain from using your position for personal, material or financial gain or the appearance of such;
- Refrain from giving or seeking preferential treatment in the human resources processes;

- Prioritize your obligations to identify conflicts of interest or the appearance thereof; when conflicts arise, disclose them to relevant stakeholders.

## **Use of Information**

### **Core Principle**

Organization professionals consider and protect the rights of individuals, especially in the acquisition and dissemination of information while ensuring truthful communications and facilitating informed decision-making.

### **Intent**

To build trust among all organization constituents by maximizing the open exchange of information, while eliminating anxieties about inappropriate and/or inaccurate acquisition and sharing of information.

### **Guidelines**

- Acquire and disseminate information through ethical and responsible means;
- Ensure only appropriate information is used in decisions affecting volunteer/contractor/patient info;
- Investigate the accuracy and source of information before allowing it to be used in related decisions;
- Maintain current and accurate HR information;
- Safeguard restricted or confidential information;
- Take appropriate steps to ensure the accuracy and completeness of all communicated information about HR policies and practices;
- Take appropriate steps to ensure the accuracy and completeness of all communicated information used in HR-related training.