



CRISTA Ministries

Employee Code of Ethics & Conduct

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“He has shown you, O mortal, what is good. And what does the Lord require of you?
To act justly and to love mercy and to walk humbly with your God.” -- Micah 6:8 (NIV)

ACT
JUSTLY

We diligently seek to understand and comply with the laws, regulations and policies that govern our operations and ministry.

LOVE
MERCY

We train and hold each other accountable with grace and kindness, speaking the truth in love.

WALK
HUMBLY

We are aware of God’s presence in all we do; therefore, we are ethical and diligent in our work and respectful in our relationships with others.

EMPLOYEE CODE OF ETHICS & CONDUCT

Table of Contents

A Message from Our CEO	3
CRISTA Culture Statement	4
Introduction	6
Speak Up with Your Concerns	6
No Retaliation	6
Conduct Standards	
Being Fit for Duty	7
Abstaining from Substance Use	7
Avoiding Conflicts of Interest	7
Protecting Confidential Information	8
Promoting Safety	8
Preventing Harassment and Discrimination	8
Protecting Organization Resources & Funds	9
Records	9
Preventing Workplace Violence	9
Complying with the Foreign Corrupt Practices Act	10
Responsibly Using Social Media	10
Contacts and Reporting Options	11

An online version of the Code is available on the M68 Stewardship Page on CRISTAweb.

A Message from our CEO



This *Code of Ethics & Conduct* is designed to help guide and align our behaviors as we make decisions that impact our daily operations. Along with other resources such as the *Employee Handbook* and specific ministry and department guidelines, this Code provides the framework for employee behavior that is consistent with our organization's values.

As an organization, we commit to honest and ethical conduct as well as compliance with the letter and the spirit of the laws, regulations and policies that govern our work. We want to behave in a manner that is pleasing to God. Consequently, we follow the requirements set forth in Micah 6:8 and together agree to act justly, love mercy and walk humbly with God.

Although our organization is diverse in the services it provides, we are united in our mission and vision.

CRISTA's Mission: CRISTA is a family of ministries empowered to serve the needs of the world with the Gospel of Jesus Christ.

CRISTA's Vision: To transform lives with the Gospel of Christ through sustainable, Biblical Christian ministries.

Thank you for being a member of our family.

Jacinta Tegman
Chief Executive Officer
CRISTA Ministries



CRISTA CULTURE STATEMENT

We are a family of ministries that serve people worldwide through education, camps, international relief and development, senior care and media. We are working together as one body under the Lordship of Jesus Christ to serve others. Our identity in Christ is the foundation from which we live out our faith in vocation. We have an abiding commitment to accountability and righteousness. We believe people of God are to be an example to others, known by their love, grace, truth, service and good citizenship. Therefore, all employees are expected to exhibit ethical behavior and follow standards established by biblical, moral and legal principles both inside and outside of the workplace.

Unity

As a family of ministries, we are diverse in our service methods, yet unified in our Mission to love God by serving people. We understand that God's plans involve working as a unified body without regard to personal agendas or preferences, with oneness of heart and mind. As we work to realize the individual goals of each ministry, we make every effort to keep God's will for the entire organization at the forefront of our decision-making and our internal collaborations. Moreover, we continually strive to edify one another by building close, trusting and productive relationships as we work to achieve our one Mission.

Humility

We believe that we are on a mission from God and that He leads us in all that we do. We proclaim that all of our power, talent and gifting comes from God, not from ourselves. We regularly engage in self-examination of our actions and words, try to see ourselves as God sees us and confess and seek forgiveness from God and one another when appropriate.

Leadership

Servant leadership defines how we engage our constituents and conduct business. In this regard, every person working on behalf of the organization assumes a service-driven leadership role and exhibits the Traits of a Leader. We require that all employees do their best to set aside their desire for personal gain, put the good of the organization above their personal needs and lead according to our Vision, Mission and Guiding Principles. Furthermore, as servant leaders, we make it a priority to build internal and external trust and to take ethical action to realize our collective ministry goals.

Integrity

We believe Christ-centered integrity is vital to how we conduct business and serve others. To us, that means a consistent demonstration of honesty, truthfulness and accuracy in our interactions with our employees, constituents, business partners and stakeholders. Moreover, our commitment to integrity includes; complying with all applicable rules and laws that govern our organization and requiring those who report to us to do the same on behalf of the organization.

Excellence

We believe that modeling Christ includes being highly professional while striving to achieve excellence in our relationships, problem solving and in the quality of work we produce. This means always performing at the highest possible standard and giving our best without regard to reward or recognition. There is an

understanding that even if no one else knows, we will know and God will know; and God's approval is much more valuable to us than the praise of man.

Development

We believe that every employee has been called by God to join in the organization's Mission and is a vital part of the ministry. We value change and innovation. We are committed to the professional experience and growth of our employees by helping them develop their individual gifts, talents and specialized skills.

Diversity

We are devoted to creating and maintaining an environment that welcomes diversity. To us, that means respecting and valuing our individual differences and creating workplace practices that encourage collaboration and capture the benefits of many diverse perspectives.

Stewardship

We understand that we are stewards over the resources that God and our donors have entrusted to us. Therefore, we are driven to use those resources for the sole purpose of advancing God's kingdom. In light of that, we seek to maintain an environment of openness and accountability. Our commitment to complete transparency extends to responsibly managing our resources and expecting that anyone working on behalf of our organization will do the same. Lastly, all of our locations are gifts from God, and therefore, Holy Ground that we care for and treat with respect.

As we endeavor to engage in conduct that is in-line with our love for Christ and the principles that guide our family of ministries, we will forever be mindful to **act justly, love mercy and walk humbly with God. Micah 6:8.** We hope to continuously earn the valued trust of our employees, donors and constituents.

Introduction

At CRISTA, it is our practice to conduct ourselves with the highest standards of ethical behavior while meeting the needs of our constituents, interacting with each other and protecting the organization's interests. Employees are expected to engage in behaviors consistent with this Code's guidelines and comply with all applicable laws, regulations and policies. This Code covers a broad range of business practices and is designed to help employees make ethical and "best practice" decisions. The Code represents core behavior expectations that are applicable organization-wide and will evolve and grow to meet the organization's needs.

Speak Up with Your Concerns

CRISTA wants to know and take steps to correct noncompliant activity. Employees who encounter activities that appear out of compliance with this Code have a duty to report them.

There are multiple ways to report a compliance concern:

- Talk to your supervisor, ministry or department leader.
- Share your concern with another trusted leader.
- Contact Human Resources (humanresources@crista.net) or Law & Corporate Affairs (legal@crista.net).
- Report to CRISTA Ethics, which is hosted by the third-party software provider, Convercent, by:
 - Phone: 1-800-461-9330 (US and Canada)
 - Text: 360-218-0705 (US only)
 - Online: www.cristaethics.org

**Anonymous reporting is available through the CRISTA Ethics reporting phone, text and website options listed above.*

No Retaliation

Retaliation against employees who make good faith reports of concerns, or who participate in investigations regarding concerns, is prohibited. Forms of retaliation include termination, demotion, or other adverse employment actions that occur as a direct result of employee's good faith report or participation in an investigation. Any employee that retaliates against other employee in this way will be subject to disciplinary action, up to and including termination of employment. Employees who believe that they have been subject to retaliation while complying with this Code should contact Human Resources (humanresources@crista.net) or Law & Corporate Affairs (legal@crista.net).

EMPLOYEE CONDUCT STANDARDS

Being Fit for Duty

CRISTA is committed to promoting a safe and healthy environment for its employees, contractors, students, residents, volunteers and visitors. Such an environment is possible only when all employees are able to perform their duties in a safe, secure and effective manner, and remains able to do so throughout the entire time they are working. Employees are expected to be emotionally, mentally and physically fit for work, to report to work fit for duty, and to remain fit while on duty. While on duty, employees may not be under the influence of alcohol or any drugs that impair their ability to perform work safely and efficiently. Employees should never sell, offer to sell, transfer, provide, share or purchase drugs (prescription or otherwise) while on duty or on the organization's property, nor possess or be under the influence of medication prescribed for someone else.

Employees must tell their supervisor or Human Resources if they are taking prescription drugs or over-the-counter medications that they reasonably believe could affect their ability to work safely or efficiently. Employees do not need to disclose the reason for taking the medication.

Abstaining from Substance Use

Employees must report to work free from the influence of alcohol, medication that can impair judgment, marijuana, or any illegal substance. Employees must not consume alcohol, marijuana, or any illegal substance while on duty, including during lunches and rest periods, and must not operate CRISTA- owned, leased or rented vehicles or equipment after consuming alcohol, medication that can impair judgment, marijuana, or any illegal substance. Employees cannot possess on themselves, in CRISTA lockers or in personal vehicles any alcohol, marijuana or any illegal substance.

Avoiding Conflicts of Interest

Employees must disclose all relationships that compromise, or may reasonably appear to compromise, their ability to make impartial business decisions on behalf of the organization or quality of work performance.

Favored Treatment

Employees may not use their positions in the organization to obtain or provide favorable treatment for themselves, relatives or others with whom they have personal relationship. This can include preferential treatment, hiring or promoting employees or selecting contractors and vendors without a reasonable investigation of alternatives.

Close Personal Relationships

Any close personal relationship, especially those of a romantic nature, should not exist between a supervisor and an employee within the same hierarchy of authority. Any relationship falling within this category must be reported to the ministry or department leader.

Accepting and Giving Gifts

Employees may not accept or give personal gifts that unduly influence business decisions or cause others to perceive that there has been an undue influence. Personal gifts provided by persons outside of the organization may only be accepted with supervisor approval. Check with your supervisor before accepting or

giving a gift since individual ministry and department policies vary based on the nature of work. Upon receipt of a personal gift, you may either, (1) politely refuse the gift, or (2) provide the gift to your ministry or department manager for handling. All gifts must be disclosed to the ministry or department manager, even if believed to be of modest value.

Protecting Confidential Information

Employees shall maintain the confidentiality of information entrusted to them, except when disclosure is properly authorized or legally mandated. Do not view, use or share confidential organization information for non-business reasons or to obtain a personal gain or advantage.

The following list contains examples of non-public information considered confidential that may not be disclosed:

- **Constituent information:** Personal or identifying information about students, residents, donors, campers, radio/media users or international aid recipients.
- **Employee information:** Home address, social security number, benefits, images, salary information and performance evaluations.
- **Intellectual property:** Information used to achieve organization ministry goals or to evaluate the merits of our service, marketing methods, strategic plans as well as unique products and services.
- **Health information:** Personal health information that identifies patients, residents and employees. Disclosure is strictly prohibited under the provisions of the Health Information Protection Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act.
- **Credit card information:** Employees that accept, transmit or store any credit card holder data must comply with the Payment Card Industry Data Security Standard (PCI DSS).

If you have questions about or need to report a disclosure of confidential information, contact your supervisor or Law and Corporate Affairs. You may also ask a question or report a disclosure through CRISTA Ethics.

Promoting Safety

Our employees and those we serve deserve a safe environment. As stewards of people, we are committed to identifying and mitigating unsafe conditions and safety hazards. All employees share the responsibility for safety in the workplace and are expected to work in compliance with applicable safety and health rules and procedures.

Immediately report all workplace accidents, injuries, illnesses, property damage and unsafe conditions to your supervisor. If applicable, complete an Incident & Injury Intake Record and submit to Human Resources.

Preventing Harassment and Discrimination

Employees should conduct themselves in a professional manner and treat others with respect, fairness and dignity. Do not participate in harassing or discriminating behavior, such as comments, jokes, slurs, email messages, pictures, photographs, or any other means of contributing to an intimidating or offensive environment. Such conduct can result in termination of employment.

CRISTA is committed to maintaining a workplace free of sexual harassment. Sexual harassment is a form of sex discrimination involving unwelcome sexual advances, requests for sexual advances, requests for sexual favors, and other verbal or physical conduct that is based on sex. If you observe another workforce member being harassed, or experience harassment yourself, you should do one or more of the following:

- Communicate to the harasser or their supervisor that the offensive behavior is unwelcome, if you feel safe to do so;
- Immediately report the incident(s) to Human Resources, Law and Corporate Affairs, or CRISTA Ethics.

Protecting Organization Resources & Funds

As stewards of organization resources, employees are responsible to safeguard against unauthorized modification, disclosure, waste, loss, destruction, misuse or theft of resources under their control. Resources may include organization documents, confidential information, property, facilities, time, funds, office supplies, tools and similar construction equipment. Resources must not be used for private commercial enterprises or personal use or gain.

Be a good steward by:

- Only using organization funds for business expenses. Do not make unauthorized or personal purchases on organization credit cards, purchase orders or by any other means.
- Using good judgment to keep business expenses reasonable and in line with ministry or department budgets.
- Complying with the organization's requirements for incurring and reporting travel and business expenses. This includes reporting all expenses promptly and according to the Accounting department's policies.
- Asking your supervisor or Law and Corporate Affairs for help if you are unsure about the appropriateness of a specific use of an organizational resource.

Records

While serving CRISTA, you may be responsible for creating records. Employees shall complete and provide accurate and truthful work records. Do not omit material information, falsify or disguise the true nature of any transaction or forge or alter signatures or endorsements. Do not approve a record or disclosure that is known to be false or misleading.

Records must be properly managed so that they are saved appropriately for required periods of time. CRISTA has developed a Record Retention Schedule to help clarify how long certain types of records must be retained.

If you need help with creating or managing your records, consult with your supervisor or contact your ministry or department's Records Lead.

Preventing Workplace Violence

CRISTA's workforce is its most valuable resource. We are committed to maintaining a safe and secure workplace, while recognizing that our mission may call us to serve God in challenging ways and

circumstances. Acts or threats of physical violence, intimidation, harassment or coercion, stalking, sabotage and similar activities are not tolerated.

Help us keep you, and the people we serve, safe:

- Be mindful of your environment, and trust your intuition if something feels unsafe.
- Speak up if you observe or experience workplace violence or near misses. We need to know about incidents so that we can prevent them from reoccurring. Employees that feel that they are in immediate danger of workplace violence should call 911 and then contact their supervisor, as well as the organization's security employees, if available at their work location. If not in immediate danger, notify your supervisor and contact Human Resources.
- Do not bring weapons to work.
- Observe local security procedures.

Complying with the Foreign Corrupt Practices Act

We are an international organization and subject to the Foreign Corrupt Practices Act (FCPA). Under the FCPA, employees are prohibited from giving or offering anything of value to a foreign official or their family members, if the purpose of the gift is to willfully induce the recipient to obtain or retain a business relationship or otherwise secure an improper advantage. To ensure compliance with this act, employees must maintain a detailed account of organization transactions with foreign officials to demonstrate the accuracy and reliability of the organization's accounting records.

International workforce should consult with designated ethics and accountability employees for questions relating to their responsibilities under this Act. Other workforce should consult with the Law & Corporate Affairs department before providing any gift, money, entertainment, service or other item of value to a foreign official inside or outside the United States.

Responsibly Using Social Media

Employees who use social media (e.g. Facebook, Twitter, LinkedIn, Instagram, Snapchat, etc.) are subject to relevant organization policies, standards and procedures for protecting the organization's reputation, trademarks and logos. Employees are encouraged to consider that every social media interaction may directly or indirectly impact the organization's reputation. Employees are encouraged to promote organization events by posting them through social media in the format the organization has created to increase public awareness. However, when discussing other aspects of the organization, or providing opinions related to the workplace, employees should make clear that they are not authorized to speak on the organization's behalf, and the opinions are their own. Offensive or confidential content about the organization, its competitors, volunteers or those who we serve is not in alignment with this Code. Additionally, employees' personal participation with social media while at work should be confined to break periods when employees would otherwise conduct personal activities or business.



PROGRAM CONTACTS AND REPORTING OPTIONS

**CRISTA Human Resources
Department**

humanresources@crista.net

**Law & Corporate Affairs
Department**

legal@crista.net

**World Concern Ethics &
Compliance Reporting**

truth@worldconcern.org

**CRISTA Senior Living
Compliance Contact**

206-289-7908



CRISTA Ethics

Telephone, Text or Online Reporting (Available 24 Hours a Day / 7 Days a Week)

- Telephone: 1-800-461-9330 (toll free in the United States and Canada)
- Text: 360-218-0705 (inside the United States only)
- Online: cristaethics.org