

CODE OF CONDUCT

SANFORD[®]
HEALTH

SANFORD



BUILT ON TRUST

Every day, thousands of people place their trust in Sanford Health. That trust carries great responsibility to act ethically and hold ourselves to the highest standards in all we do. We use our Code of Conduct to protect that trust by defining the responsibilities we have to those we serve and each other. Whatever your role, wherever your place, it is your commitment to act with integrity that allows us to fulfill our promise to improve the human condition.

“Sanford Health plays a vital role in all our communities by providing care and services for every stage of life. The privilege of caring for patients, residents and health plan members and supporting our communities comes with a responsibility to uphold the highest standards of honesty, integrity and transparency. I am proud to work alongside 50,000 members of the Sanford Family who are all committed to doing right by those we serve.”

Bill Gassen, President and CEO



OUR MISSION:

Dedicated to sharing God's love through the work of health, healing and comfort.

OUR VISION:

Improving the human condition at every stage of life through exceptional care, spiritual enrichment, innovation and discovery.

OUR VALUES:

Calling—Demonstrating enthusiasm for those we serve, our vocation and the organization's mission.

Courage—Having strength to persevere, innovate, use our voices and take action.

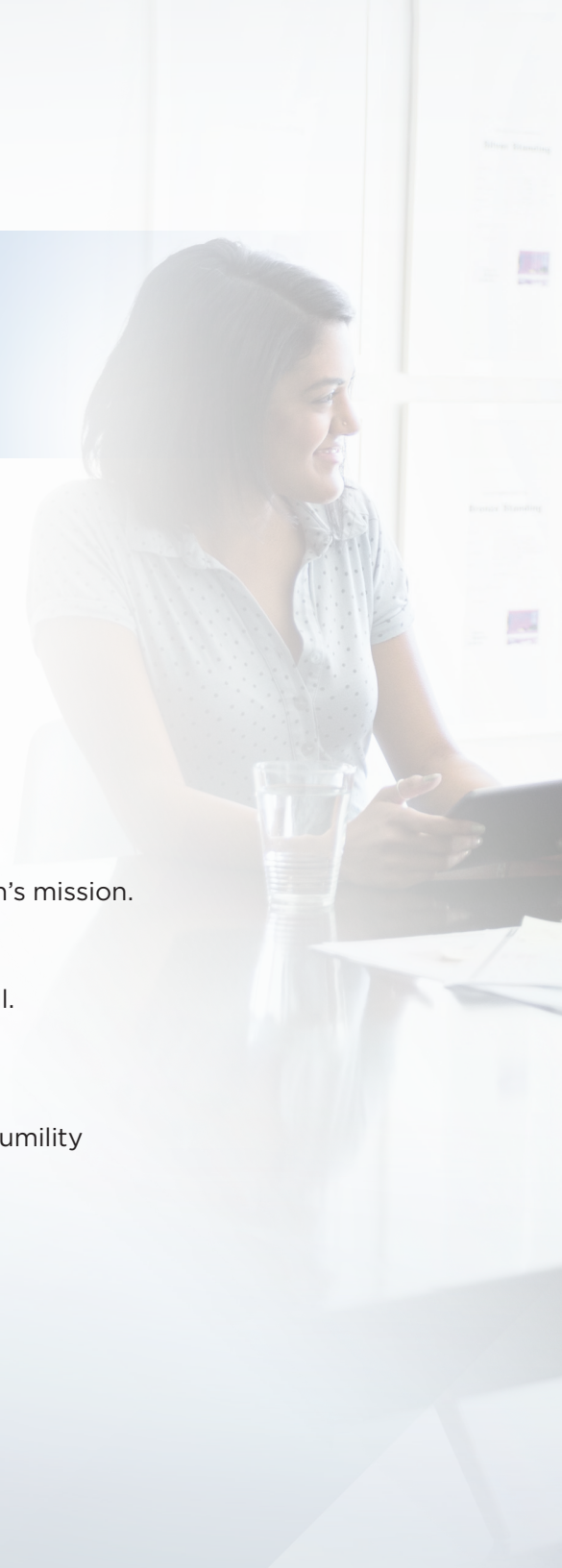
Family—Celebrating the connection and commitment we have to each other through it all.

Community—Providing care in a diverse range of settings and environments with a focus on the wellness of individuals.

Service—Sharing God's love through actions that reflect compassion, acceptance, love, humility and sincerity in keeping with the common Lutheran heritage of our legacy organizations.

Resolve—Adhering to systems that align actions to excellence, efficiency and purpose.

Advancement—The pursuit of individual and organizational growth and development.





OUR RESPONSIBILITIES

We seek
to improve health
and quality of life.

We deliver
a higher level of service
and exceptional care.

We speak up
for safety.

We maintain
rigorous quality and
high reliability standards.

We act
honestly and ethically and
demonstrate integrity
in all situations.

We honor
the rights, privacy and
confidentiality of those we serve.

We listen
with empathy and communicate
openly and honestly.

We demonstrate
compassion and respect the
dignity, worth and uniqueness
of each individual.

We embrace
diversity and inclusivity.

We raise
questions, share ideas
and voice concerns.

We lead
by example.

We respect
others.

We protect
our physical assets,
non-public information
and intellectual property.

We adhere
to fair and honest
business practices.

We disclose
conflicts of interest.

We follow
all laws, regulations
and practices.



Deciding the best option for yourself

Every decision you make has an impact: for those we serve, you and our organization. Sometimes we face difficult situations, and the right decision may seem unclear. In that moment our integrity and honesty matter most.

If you are ever in a situation where the right or ethical action is unclear, consider the following:

- *Is it legal?*
- *Does it align with our mission, vision and values?*
- *Does it follow our policies?*
- *Is it good for our organization?*
- *Would I feel comfortable with my decision if it were made public?*

If the answer is “No,” then stop, reconsider your decision or voice your concern.



Who follows our Code of Conduct

- **Everyone** in our organization
- **Governing boards**
- **Anyone** doing business with our organization



RELYING ON YOU TO PROTECT WHO WE ARE

If you suspect or know of a violation to our Code of Conduct, our policies, or any laws or regulations, you have a responsibility to promptly report such activity. You should feel comfortable reporting any issue or concern. We do not permit retaliation, intimidation, threats or harassment of any kind in response to reports made in good faith. Know that when you raise a concern, no matter how small, you are doing the right thing.



Call: (800) 325-9402

Email: compliancehotline@sanfordhealth.org

Ask: Department leaders

Contact: Corporate compliance

Reporting can be done anonymously.

The term "Sanford Health" includes Sanford Health and its parent, subsidiaries and affiliates, including and without limitation, The Evangelical Lutheran Good Samaritan Society and its subsidiaries and affiliates.

EVERY MOMENT MATTERS.
Every day. Every word. Every interaction.

SANFORD[®]
HEALTH