

Integrity
Respect
Excellence



**DEVELOPMENT
HOMES, INC.**

Inspired by a Common Dream

Our Values and Guiding Principles Development Homes, Inc.

Development Homes has principles that are shared throughout the organization, and that flow from our core mission and vision of excellence. Commonly held values and principles define our desired corporate culture, reflect our leadership, and guide us in our everyday behavior and decision-making. The following values reflect our determination to extend our service values to all aspects of our operations as we conduct our daily business, and to promote an inspired workforce and strong connections to our community:

Integrity: We will conduct our business with the highest ethical standards, honor the trust we have been given, be loyal and fair and stand up for what's right.

Respect: We will behave with openness and trust; we will be ready to share our knowledge, encourage everyone's contribution, and develop our people through empowerment, teamwork, and training; each one of us will be committed and personally involved in the continuous improvement process.

Excellence: We will strive to promote the highest quality of life for the people we support, be a catalyst for positive change in our community, and operate our business in a manner that creates value for our employees and stakeholders; we will encourage innovation, develop our competencies, seek responsibility and be accountable for our actions; we will base our decisions on facts and focus on the priorities.

Development Homes embraces a process of transformation and continuous learning based on these values and the following guiding principles. They will guide the planning and implementation of all our activities throughout the company, including our core services to people with disabilities, our conduct of charitable gaming, our connections with the larger community, and all aspects of our business and internal support services. Our focus is on our employees, the people we support, our stakeholders, our board of directors, and our community partners.

These Values and Guiding Principles are the top-level reference for guiding our behavior and decision-making in all aspects of our work; they apply to all people working at DHI without exception. Business ethics, the respect of human rights and a sense of responsibility to all our customers and stakeholders are a matter of personal integrity for each of us, and compliance is mandatory.

Tricia Lee, CEO



DEVELOPMENT HOMES, INC.



Integrity



**DEVELOPMENT
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OUR VALUES AND GUIDING PRINCIPLES

Integrity



INTEGRITY

We will conduct our business with the highest ethical standards, honor the trust we have been given, be loyal and fair and stand up for what's right.

- Our actions and communication will be consistent with our stated values and beliefs, guided by our agency mission, vision, and values.
- We are committed to making a difference in our region, state, nation and world on behalf of our vulnerable and disadvantaged citizens with intellectual and developmental disabilities.
- We will be loyal to the organization, and commit to the greater good over personal or departmental interests.
- We commit to being transparent and honest with our stakeholders; our customers, employees, board, families, guardians, partner organizations, and vendors.
- Our accounting practices will be in compliance with all applicable accounting rules and meet the highest standards of internal controls.
- We will strive to comply with the spirit as well as the letter of all applicable regulations, laws, standards, and internal policies governing our services.
- Our practices will ensure the protection of confidentiality and privacy of personal information and records, we will insure protection and respect of the all of the assets with which we are entrusted.



RESPECT



**DEVELOPMENT
HOMES, INC.**

OUR VALUES AND GUIDING PRINCIPLES

Respect



RESPECT

We will behave with openness and trust; we will be ready to share our knowledge, encourage everyone's contribution, and develop our people through empowerment, teamwork, and training; each one of us will be committed and personally involved in the continuous improvement process.

- We will foster an environment where employees feel proud to do this work and to belong to DHI, and where they are valued for their contribution.
- We will promote a culture of teamwork, fairness, and accountability.
- All employees will show consideration and mutual respect for others in every interaction, with zero tolerance of discrimination, harassment, bullying, abuse, neglect, or exploitation.
- We respect human rights and are guided by the UN Declaration of Human Rights.
- We devote ourselves to developing and empowering our employees and the people we support to embrace opportunities for growth and to build on individual strengths.
- We will recognize people by their abilities rather than defining them by disabilities or differences, and celebrate our diversity.
- Our culture will promote progressive leadership and inspired staff, and encourage all members to practice leadership through personal responsibility and behavior.
- We will demonstrate a commitment to health, safety, and physical and emotional well-being through our actions and policies.

EXCELLENCE

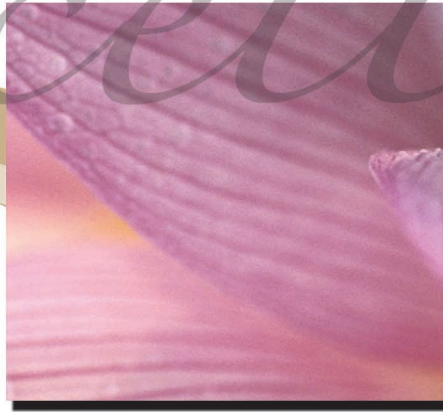


Partners in
Human Growth

**DEVELOPMENT
HOMES, INC.**

OUR VALUES AND GUIDING PRINCIPLES

Excellence



EXCELLENCE

We will strive to promote the highest quality of life for the people we support, be a catalyst for positive change in our community, and operate our business in a manner that creates value for our employees and stakeholders; we will encourage innovation, develop our competences, seek responsibility and be accountable for our actions; we will base our decisions on facts and focus on the priorities.

- Our first consideration and grounding perspective will always be the best interest of the people we support.
- We value permanence and continuity in our relationships with the people we serve and recognize our long-term commitment to the quality of people's lives throughout their life stages.
- We put the highest value on the promotion of people we support being able to live and work in environments of least restriction and maximum opportunity for choice-making, inclusion, and development of social capital.
- We will encourage innovation, learning, and creativity, rooted in best practice, customer feedback, and evidence-based research, supporting our staff to learn from each other in a culture of teaching and mentoring.
- Our business partners, consultants and vendors will be held to the same standards of excellence and integrity that we expect of ourselves.
- Our decisions will be data-driven and we will maximize use of technology for collection and analysis of information.
- We will continually strive to be good citizens of our community and build a strong, reciprocal relationship with those around us, helping to make this a better place for all to live.