Code of Conduct

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Code of Conduct

> **Unified-set note.** This Code applies company-wide and supports both the SOC 2 program and the FedRAMP 20x certification. It is acknowledged by all personnel on hire and annually, alongside the Acceptable Use Policy.

1. Purpose

The Code is built on the belief that everything Silkline does is measured against the highest standards of ethical business conduct. This commitment helps us hire great people, build great products, and earn customer trust — including the trust of federal customers and authorizing officials.

2. Who Must Follow the Code

All employees must know and follow the Code. Contractors, consultants, and others performing work for Silkline are expected to follow it when working with us. Failure to follow the Code can result in disciplinary action up to and including termination of employment or the service relationship.

3. Raising Questions and Concerns

Direct questions or concerns about the Code — or a suspected violation of any Silkline policy — to your manager or a member of senior management.

4. No Retaliation

Silkline prohibits retaliation against anyone who reports, or participates in an investigation of, a possible violation of the Code, our policies, or the law. Report suspected retaliation to senior management.

5. Expected Conduct

Be honest, act ethically, and demonstrate integrity in all situations. Follow the policies and procedures in this Code and those specific to your job, and comply with all applicable laws. Before acting, ask: Is this the right thing to do? Is it legal? Do I have the authority? Does it comply with the Code and our policies? How would it look if it became public? Would I be embarrassed if others found out? If any answer raises doubt, consult your supervisor, management, or the Compliance Officer.

Supervisors and managers are responsible for knowing the rules, reviewing the Code with their reports, preventing violations, and detecting and reporting violations appropriately.

6. Workplace Standards

- **Quality work environment** — a workplace culture free of harassment, intimidation, bias, and unlawful discrimination.
- **Equal opportunity employment** — employment based solely on merit and qualifications; unlawful discrimination or harassment on any protected basis is prohibited; reasonable accommodations are made.
- **Harassment, discrimination, and bullying** — strictly prohibited in any form (verbal, physical, visual); report incidents to a manager or HR, who investigate promptly.
- **Drugs and alcohol** — substance abuse is not permitted; illegal drugs at offices or work events are strictly prohibited.
- **Safe workplace** — a violence-free environment; no weapons; report threats or violence to senior management immediately.
- **Conflicts of interest** — avoid situations where personal interests conflict with Silkline's; disclose potential conflicts to management.

7. Protecting Information and Assets

All personnel protect Silkline and customer information per the Acceptable Use Policy, Data Classification Policy, and the broader policy library. Personnel with FedRAMP boundary access additionally follow the Access Management Policy and Rules of Behavior.

8. Sanctions (PS-8)

Violations are handled through a structured, progressive corrective-action process consistent with HR best practices and employment law (verbal warning → written warning → suspension/final warning → termination recommendation). Silkline may combine or skip steps based on the facts and severity. Illegal behavior is not subject to progressive discipline and may be reported to law enforcement; theft, substance abuse, violence, and similar acts are grounds for immediate termination.

9. Acknowledgement and Maintenance

All personnel acknowledge the Code in writing on hire and annually. Reviewed annually or upon material change; approved by the Executive Sponsor; maintained in the policy repository with pull-request-based review.