



MANAGED **SOLUTION**

Managed Solution Code of Conduct

Managed Solution is committed to corporate responsibility and integrity.



Company Information

Managed Solution is a full-service technology firm that empowers businesses by delivering, maintaining and forecasting the technologies they'll need to stay competitive in their marketplace.

Managed Solution was founded in 2002 and was quickly recognized as one of San Diego's 40 fastest growing companies and the 27th fastest growing IT company in Southern California. With corporate headquarters in San Diego, **Managed Solution** provides IT services nationwide and was recently recognized as one of the top 10 National Cloud Service Providers.

Managed Solution is a Gold Certified Microsoft Systems Integrator with capabilities in cloud solutions like Office365, Azure and Amazon Web Services, identity management, and data management automation. We own and operate a Managed Operations Center in San Diego, allowing customers to augment or outsource through our IT Helpdesk support and field engineers. In addition, **Managed Solution** employs highly seasoned Solution Architects and Sr. Engineers who are well versed in complex Office365 migrations. Combined, our engineering team has completed over 1000+ Office365 projects since 2010. Last, **Managed Solution** is a Tier 1 Microsoft Cloud Solutions Provider and offer direct support for Office365 IT administrators.

Code of Conduct

Managed Solution is committed to corporate responsibility and integrity.

| Managed Solution's Core Values: | | |
|---|---|--|
| Teamwork | Innovation | Integrity |
| Working together and supporting one another to achieve a clear, common goal, while taking accountability for your own contributions and the overall team's success. | A diverse work culture that produces a forward-thinking business by supporting an open exchange of ideas, drive by creativity & collaboration, allowing us to explore new ways to navigate our digital world. | Consistent, trustworthy behavior where authenticity and ownership of our own choices and the choices of our team members prevail in our character. |

Sean Ferrel, Founder & CEO of Managed Solution built a company culture of like-minded individuals, with the number one focus on the people; serving not only businesses but the people within those businesses.

Our Core Business

Managed Solution’s goal is to leverage the technical prowess and customer-centric mindset of our staff and our strategic partnerships to deliver exceptional service to clients. We strive to maintain a focus on the customer, demonstration of our core values, and a growth mindset to pave the road to a bright tomorrow. Managed Solution values *Integrity, Innovation, and Teamwork*.

Our Code of Conduct

All employees, partners, and contractors are a critical part of this endeavor, and your work directly influences our company's reputation. Our company thrives when each of us demonstrates integrity, innovation, and teamwork.

We are committed to our core values of integrity, innovation, and teamwork. We believe in the highest ethical standards when conducting business, standards that also apply to our suppliers, contractors, partners, and customers. Our business practices and standards reflect our commitment to corporate responsibility and integrity.

We expect all our business associates - including staff, contractors, partners, and customers - to demonstrate behavior in alignment with these core values at all times.

Anyone who feels that a Managed Solution affiliate is failing to adhere to this code of conduct should [submit a request for review of the situation on the online form here](#). Managed Solution appreciates respectful candor and transparency and takes seriously all such complaints.

Managed Solution’s Code of Conduct (our “Code”) demonstrates how our culture and values facilitate trust among our customers, partners, contractors, and each other, ensuring success for all.



Company Values

| INTEGRITY | | |
|---|--|--|
| <p>Integrity is...</p> <p>Consistent, trustworthy behavior where authenticity and ownership of our own choices and the choices of our team members prevail in our character.</p> | <p>Integrity includes...</p> <ul style="list-style-type: none"> ▪ Being honest with everyone and keeping your word ▪ Consistently taking ownership even in the face of failure ▪ Doing the right thing when no one is looking. | <p>Integrity is NOT...</p> <ul style="list-style-type: none"> ▪ Back peddling, evasiveness, excuses, the blame game ▪ Lying, misleading, stealing ▪ Justifying poor behavior to meet your own objective. |
| INNOVATION | | |
| <p>Innovation is...</p> <p>A diverse work culture that produces a forward thinking business by supporting an open exchange of ideas, driven by creativity & collaboration, allowing us to explore new ways to navigate our digital world.</p> | <p>Innovation includes...</p> <ul style="list-style-type: none"> ▪ Being personally motivated to seek out the future of technology. ▪ Creatively and collaboratively working as a team. ▪ Having a Yes-to-What's-Next attitude. | <p>Innovation is NOT...</p> <ul style="list-style-type: none"> ▪ Being resistant to trying new things. ▪ Trying new things without purpose, plan, or alignment to company objectives. ▪ Living in silos & hoarding ideas. |
| TEAMWORK | | |
| <p>Teamwork is...</p> <p>Working together and supporting one another to achieve a clear, common goal, while taking accountability for your own contributions and the overall team's success.</p> | <p>Teamwork includes...</p> <ul style="list-style-type: none"> ▪ Assuming good intentions and recognizing different perspectives. ▪ Communicating positively, respectfully, early, and often. ▪ Making contributions that elevate team success. ▪ Developing yourself and your teammates to carry the load evenly. | <p>Teamwork is NOT...</p> <ul style="list-style-type: none"> ▪ Allowing a process or procedure to stop progress. ▪ Coasting. ▪ Avoiding difficult conversations. |

Reviewing Claims

When the Company receives a complaint of a possible violation of this code of conduct, it promptly will conduct a fair, timely, and thorough review of the situation. If initial review indicates that a more formal examination may be warranted, the Company will conduct such an examination in a manner that provides all parties appropriate due process and reaches reasonable conclusions based on the evidence collected.

While the Company reserves the right to determine in its sole discretion whether a Code of Conduct violation has occurred and what, if any, appropriate recourse exists, the Company may receive guidance from a third-party investigator, legal team, and/or other consultants as the Company sees fit.

Any allegations relating to violations of the Company's Unlawful Harassment and Workplace Bullying Policy will follow the examination processes outlined in that policy document.

In reviewing any complaints of Code violations, the Company may seek information related to the alleged violation from the submitting party, parties related to the incident(s) outlined in the complaint, and/or possible witnesses.

The Company will utilize discretion in conducting reviews of possible Conduct Code violations and will share information related to a complaint only on a need-to-know basis and as required by law or regulation.

The Company will not retaliate against any employee, contractor, partner, or community member for filing a complaint, or participating in the review, in good faith, and will not tolerate or permit unlawful retaliation.

Any questions or concerns related to the Code of Conduct, Complaint Submission, and/or Review Process may contact any Company officer:

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