

# Code of Conduct

## ROI Consulting

### The True HR Partner!

ROI Consulting understands that the executive recruitment process can be the most intensely personal and impactful business endeavor undertaken by either company or individual. The client has great hopes that finding the perfect executive talent will bring about the success of a new business initiative. The candidate has big dreams about finding a position that will be meaningful and rewarding. ROI Consulting is committed to fulfilling these desires.

Our approach to each search assignment can be characterized as follows:

- Rigorous Assessment
- Dedicated Teamwork
- Aggressive Networking
- Objective Evaluation

#### **ROI Consulting provides the following services:**

##### **Executive Search**

ROI Consulting largest service practice - Executive Search - concentrates on helping clients achieve this advantage through the identification, assessment, and recruitment of the world's most talented business leaders. ROI Consulting enjoys a strong reputation for conducting leadership searches for high profile, powerful trade associations and professional societies at the

global, national, and regional levels. ROI Consulting is the leader in conducting these searches as evidenced by our distinguished client list including President/ CEO and Executive Director Searches for leading organizations.

##### **Board Consulting**

ROI Consulting has a dedicated practice specializing in Board Consulting and Director Search. The Group focuses its efforts on the highest level of an organization and works in a collaborative manner with the chairman of the board and its members to recruit directors whose independence, intellect, integrity, and courage will strengthen the board and create sustained competitive advantage.

##### **Talent Management / Management Appraisal**

One of the key challenges for business leaders is to identify, develop and retain outstanding individuals, who can deliver superior performance, both individually and as part of a team. We recognized this emerging trend several years ago and pioneered a professional service to address the need. The result was the development of our Management Appraisal practice to evaluate the "human capital" in organizations.



Our executive recruitment offering is comprised of leading global professionals who offer clients a unique understanding of their needs inside and out. It is an ability that can be gained only from extensive training and experience, and it allows ROI Consulting to place executives with the ideal background, attitude and approach in the most timely and effective manner. This is the Art of Talent.

### **Balancing Art and Science**

Next comes the Science – ROI Consulting’s approach to evaluating top talent by seamlessly integrating scientific research with our vast practical experience. Providing a more complete view of the candidate than is otherwise possible, our proprietary tools are proven to generate better results in identifying the right person for the position. Our methodology includes:

- **Using a competency-based framework** that provides a clear and common language to help clients identify desired skills and behaviors
- **Administering our behavioral mapping tool – Search Assessment** – to prospective candidates, providing clients with insights into how they will lead, how they will approach and solve complex problems, what their emotional profile is likely to be and what motivates them to succeed. Organizations that utilize Search Assessment to choose executives are eight times more likely to get a candidate that they would not only keep, but soon promote.
- **Comparing candidates’ assessment results** against our statistically validated indicators of success, which are customized to reflect the specific requirements of a client’s organizational culture or position.

## **Why ROI Consulting?**

- We help integrate hired or promoted individuals into their new roles, accelerating their contributions to the organization and providing career-long support.
- We not only find great people, but we also help your company become a magnet for world-class talent.
- We have the power to elevate select companies above the rest and drive business performance. And that’s what we deliver for every client. In short, we make sure our clients maximize the return on their human investment.



## Our Mission & Core Values

### Our Mission

Our mission is to help our clients build exceptional leadership teams. We believe that, in achieving our mission, we help our clients' position themselves for improved performance and long-term success. Through our pursuit of our mission, we create value for our clients, our people, our shareholders, and the communities in which we serve.

Our success is based on our proven track record for placing outstanding candidates, providing a focused, yet flexible search process for search committees, offering a unique candidate assessment tool to benchmark best in class leaders, and our unparalleled access to top political, industry, and association candidates.

### Our Core Values

- **Client Service:** Our clients' needs drive our business. We continuously seek to better understand those needs and offer solutions that deliver value and create long-term relationships.
- **People:** We recognize that our strength and our competitive advantage is – and always will be – our people. We are committed to an environment that attracts, motivates, and recognizes high performance.
- **Integrity:** We work to build relationships based on trust by taking responsibility, acting ethically and encouraging open and honest interaction.
- **Teamwork:** We effectively collaborate, always looking for more efficient ways to serve our clients.
- **Respect:** We work together to create a culture of inclusion built on trust, dignity, and respect for all.



## The Way We Work

- ROI Consulting is committed to promoting and maintaining a diverse and inclusive culture of respect and equal opportunity. We do not discriminate based on gender, religion, race, national or ethnic origin, cultural background, social group, disability or illness, sexual orientation, marital status, age or political opinion. When we choose which associate to assign to a client or which colleague to promote, the decision is based solely on that person's qualifications and merit.
  - We maintain a positive working environment where people have the freedom to learn from their successes as well as their mistakes and grow professionally.
  - We have procedures in place to resolve harassment claims to provide a safe workplace.
  - ROI Consulting strives for fair and competitive compensation for our colleagues and associates.
  - We avoid conflicts of interest and make decisions that put ROI Consulting's interests ahead of other personal or business interests. Conflicts of interest may arise, for example, when you are able to decide on the employment status of a family member, when you are appointed to a board of directors or a similar function of another organization, or when you could take personal advantage of business opportunities. We immediately disclose such circumstances to our superiors.
- The Way We Work
- Our business agreements are clear, unambiguous, fully understood, and fair, whether the other party is a client, a supplier, a colleague or an associate. We honor our obligations and act fairly to enforce our rights

under such agreements. Our employment contracts honestly describe the rights and obligations of our colleagues and associates.

- When we are in contact with regulatory officials, we conduct ourselves in a transparent and professional manner. We never try to influence officials by inducements such as generous gifts or entertainment.
- ROI Consulting does not promote a culture of gifts and entertainment. However, when we entertain clients and suppliers, we always follow local legislation and reasonable business practices. We act at arm's length and adhere to the highest standards of integrity and transparency. Generally, any doubt about the appropriateness of a particular gift or entertainment can be resolved by discussing the situation with our line managers.
- We must only seek competitive advantages through lawful means. We never try to restrict competition by exchanging information about prices, terms and conditions, distribution of markets and strategies with our competitors, or engage in any other activities that appear to constitute collusion between competitors. We gather information about our competitors in a legally unquestionable way



- We communicate in an honest, accurate, timely and effective manner, complying with all relevant legal requirements. We ensure that only authorized colleagues provide information or speak publicly on ROI Consulting's behalf to public and government officials.
- We protect sensitive information by taking steps to maintain its confidentiality, in order to avoid inappropriate disclosure and prevent such information from undue destruction. In the same way, we respect the privacy rights of our colleagues and associates. To avoid infringement of data privacy laws when collecting data on candidates, we seek and retain only the information that is required by law or necessary for our business.
- ROI Consulting recognizes the United Nations International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, namely freedom of association and the effective recognition of the right to collective bargaining, the elimination of all forms of forced or compulsory labor, the effective abolition of child labor, and the elimination of discrimination in respect of employment and occupation to ensure decent working conditions.
- ROI Consulting makes a conscious effort to ensure that our work environments and practices are safe, healthy, and environmentally sound. Everyone at ROI Consulting is expected to act in full compliance with applicable safety, health, and environmental legislation. We act in a compliant framework when associates are working with our clients.
- We are committed to environmental responsibility and take steps to reinforce the commitment.

- ROI Consulting provides the tools necessary to perform our jobs. We acknowledge that these tools are company property and have therefore to be used in the best interest of the company. Occasional limited use of company resources, e.g., IT equipment, office supplies and phones, for personal purposes is acceptable if in compliance with the law and internal policies and practices.
- ROI Consulting encourages its colleagues to participate in services to the community and political activities within the local legal framework. However, we do not engage in any political activity on ROI Consulting's behalf unless authorized to do so.

## Reporting Issues & Concerns

If a director, officer, or employee knows of or suspects a violation of this Code or of applicable laws and regulations (including complaints or concerns about accounting, internal accounting controls or auditing matters), they are urged to report the concern immediately by sending an email to [ceo@roiconsulting.co.kr](mailto:ceo@roiconsulting.co.kr).

