

Client Code of Conduct Policy for Creating a More Powerful You. LLC.

This Client Code of Conduct **outlines the standards of behavior and mutual expectations for all clients engaging with our organization.** It is designed to foster a respectful, professional, and productive working relationship that aligns with our core values of integrity, respect, and collaboration.

1. Respectful Communication

Clients are expected to communicate in a courteous, professional, and respectful manner with all staff, contractors, and representatives of our organization. This includes:

- Using appropriate language and tone in all interactions (in-person, phone, email, or digital platforms).
- Avoiding offensive, discriminatory, threatening, or abusive language.
- Listening actively and providing constructive feedback.

2. Professional Behavior

Clients agree to conduct themselves in a professional manner throughout the business relationship, including:

- Honoring scheduled meetings and appointments.
- Providing accurate and timely information necessary to deliver services.
- Respecting confidentiality and privacy of shared information.

3. Zero Tolerance for Harassment or Discrimination

We maintain a zero-tolerance policy for harassment, discrimination, or any form of inappropriate behavior based on race, gender, religion, age, disability, sexual orientation, or any other protected characteristic. Any such behavior will be taken seriously and may result in termination of services.

4. Compliance with Laws and Policies

Clients must comply with all applicable laws, regulations, and organizational policies when engaging with our services. This includes, but is not limited to, data protection laws, intellectual property rights, and anti-fraud measures.

5. Conflict Resolution

If concerns arise, clients are encouraged to raise them promptly and professionally. We are committed to resolving disputes fairly and promptly through open dialogue and, if necessary, formal mediation.

6. Consequences of Violations

Failure to adhere to this Code of Conduct may result in:

- Formal warning.
- Suspension of services.
- Termination of the client relationship.

7. Reporting Concerns

Clients and staff may report any violations of this policy to info@creatingamorepowerfuleyou.com. All reports will be handled confidentially and investigated promptly.

Acknowledgment

By engaging in services with our organization, clients acknowledge that they have read, understood, and agree to abide by this Code of Conduct.

Effective Date: August 1, 2025

This policy supports a safe, respectful, and ethical environment for all parties involved.