

Code of Conduct Policy

Purpose:

Piercey & Associates, Ltd. is committed to providing legal services in a professional, respectful, and safe environment for our clients, employees, attorneys, vendors, and visitors. This Code of Conduct establishes the standards of behavior expected of all clients, prospective clients, visitors, and guests interacting with the firm.

This policy shall be administered in a manner consistent with the Illinois Human Rights Act, 775 ILCS 5/5-102, and the Cook County Human Rights Ordinance, Cook County Code § 42-37. Nothing in this policy is intended to limit any rights afforded by applicable federal, state, or local law.

Communication:

Clients and visitors are expected to communicate with firm personnel in a respectful and professional manner. The following conduct is strictly prohibited while being represented by Piercey & Associates, Ltd.:

- ◆ Verbal abuse, intimidation, or harassment of any attorney, employee, client, or visitor.
- ◆ Threats or acts of physical harm, property damage, litigation made solely to harass, intimidate, or other coercive conduct.
- ◆ Repeated use of profanity, insults, racist, or demeaning language directed toward firm personnel.
- ◆ Discriminatory comments or conduct based on any characteristic protected by law.
- ◆ Sexual harassment, including unwelcome sexual comments, contact, advances, gestures, or communications.
- ◆ Repeated communications intended to harass, intimidate, or interfere with firm operations.

Treatment of Firm Personnel:

Clients and visitors shall treat all firm personnel with courtesy and respect. Piercey & Associates, Ltd. will not tolerate:

- ◆ Yelling at or berating any of our employees.
- ◆ Repeated abusive telephone calls, emails, or other communications.
- ◆ Harassing emails, voice or text messages, social media messages, or other communications.
- ◆ Attempts to pressure employees to act outside the scope of their authority.

- ◆ Demands that employees violate ethical obligations, court orders, laws, or firm policies.

Workplace Safety:

To maintain a safe workplace, the following conduct is strictly prohibited while on firm property or during firm-sponsored events:

- ◆ Physical violence or threats of violence.
- ◆ Repetitive verbal or written harassment, abuse, or intimidation.
- ◆ Possession of illegal weapons.
- ◆ Destruction of property.
- ◆ Theft or attempted theft.
- ◆ Conduct that causes reasonable concern for the safety of employees, clients, visitors, or other building tenants and visitors.
- ◆ Being under the influence of illegal drugs or alcohol, or engaging in unlawful conduct.

Piercey & Associates, Ltd. reserves the right to contact law enforcement whenever necessary to protect persons or property.

Confidentiality and Privacy:

Clients and visitors must respect the confidentiality and privacy rights of others. The following conduct is strictly prohibited:

- ◆ Recording conversations without consent, where prohibited by law.
- ◆ Photographing, copying, scanning, or otherwise obtaining confidential client files or firm records without explicit written consent from an attorney employed by our firm;
- ◆ Accessing restricted areas of the office.
- ◆ Attempting to obtain information about another client or matter.
- ◆ Sharing confidential communications in a manner that could compromise legal representation.

Cooperation During Representation:

Effective legal representation requires cooperation between the attorney and client. All Piercey & Associates, Ltd. clients are expected to:

- ◆ Provide accurate and truthful information.
- ◆ Respond to reasonable requests for documents and information.
- ◆ Meet deadlines communicated by the firm.
- ◆ Keep contact information current.
- ◆ Comply with court orders and legal obligations applicable to their matter.

Prohibited Conduct Affecting Representation:

Piercey & Associates, Ltd. reserves the right to decline representation or seek withdrawal from representation, as permitted by law, if a client:

- ◆ Demands that attorneys present false evidence.
- ◆ Requests assistance in fraudulent or criminal conduct.
- ◆ Knowingly provides false information to the firm.
- ◆ Directs firm personnel to violate ethical rules.
- ◆ Makes threats against attorneys or staff.
- ◆ Engages in conduct that makes continued representation unreasonably difficult.
- ◆ Acts in any manner in violation of this Code of Conduct Policy.

Prohibited Conduct Affecting Interested Parties:

Piercey & Associates, Ltd. represents clients and fiduciaries, not families as a whole. Clients, heirs, beneficiaries, trustees, agents under powers of attorney, guardians, and interested persons are prohibited from using firm personnel as intermediaries in personal disputes, engaging in abusive communications regarding family disagreements, or attempting to interfere with the firm's professional obligations. The firm reserves the right to limit communications, require written correspondence, or terminate representation where permitted by law if such conduct substantially interferes with the firm's ability to provide legal services.

Nondiscrimination:

Piercey & Associates, Ltd. does not discriminate in the provision of legal services on the basis of any status protected under applicable federal, Illinois, or local law. This Code of Conduct shall be enforced uniformly and based solely upon conduct, safety concerns, ethical obligations, and legitimate business considerations.

Enforcement:

Violations of this Code may result in, but are not limited to, one or more of the following:

- ◆ Verbal warning.
 - ◆ Termination of a meeting or telephone call.
 - ◆ Rescheduling of appointments.
 - ◆ Restriction of communications to written correspondence.
 - ◆ Removal from the firm's premises.
 - ◆ Issuance of a no-trespass notice.
 - ◆ Reporting unlawful conduct to law enforcement.
 - ◆ Declination or withdrawal from representation where permitted by law.
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Acknowledgment:

Piercey & Associates, Ltd. reserves the right to modify this policy as necessary to comply with applicable laws, court rules, and professional obligations.

By engaging our services or visiting our offices, clients and visitors agree to comply with this Client Code of Conduct.