

Personal Statement of Business Conduct

For each of the 7 attributes listed below, I commit to the following:

1. Communication

- “Maintain close and adequate communication (a minimum weekly basis) with clients as the engagement develops and return all inquiries within one business day. “
- “Keep clients informed of project issues and industry developments.”

2. Courtesy

- “Treat all people with dignity and respect.”
- “Respond to phone calls, blackberry messages, and e-mails with privacy.”
- “Arrive at appointments on time and leave on time or when asked.”

3. Cooperation

- “Work with clients in a team environment having clearly defined roles and responsibilities.”
- “Ask questions when I need something from the client.”

4. Cost

- “Investigate solutions that will optimize results at the minimum fee to the client.”
- “Provide complete visibility to fees and expenses on the engagement.”

5. Commitment

- “Commit to a process that results in a solution that works for my client.”
- “Work with appropriate industry experts and personal contacts for additional research on issues.”
- “Work until the job is done completely.”

6. Competence

- “Maintain professional certifications, designations, and continuing Professional Education (CPE) training.
- Continually explore new ideas and concepts to apply in the work environment.”
- “Continually participate in training, conferences, and mentoring in order to master business concepts.”

7. Caring

- “Adhere to commitment, independence, and honesty while working as a team with the client and Kopac professionals until the issues are resolved.”
- “Take my clients issues as though they were my own.”
- “Ask my employees, clients, and suppliers to only do things that I would be willing to do myself.”
- “Define success as client resolution of issues and maintaining or improving profitability.”

Signed



John Kopalchick III

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