



CERTI-TRUST

Code of ethics



DISCLAIMER

The present Code constitutes an express declaration of the values, principles and norms that should guide the conduct of the persons certified by Certi-Trust according to the different Certification Schemes in the exercise of their functions or tasks, and in their relations with other employees, such as with customers, suppliers, public and private institutions, external collaborators and society in general.

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1. Introduction

The Code of Ethics includes a set of commitments of integrity, impartiality, legality, confidentiality and transparency that must be signed, as well as known and spread, by those who intend to develop their professional activity as certified professionals certified by Certi-Trust.

In this way, through this Code, it is intended to prevent the commission of behavior contrary to the criteria contained therein, while designing monitoring and control mechanisms that guarantee its full compliance by all those people who perform their duties.

The criteria of conduct included in this Code do not intend to contemplate the totality of situations or circumstances with which the aforementioned professionals may be found, but to establish general guidelines of conduct that guide them in their way of acting during the performance of their professional activity.

2. Code of ethics

2.1. Scope

The principles, values and criteria contained in this Code of Ethics are mandatory for the professionals certified by Certi-Trust.

2.2. General principles

The professionals certified in their professional activity by Certi-Trust will carry out all their actions subject to the following principles:

- ❖ **Professionalism**, developing its functions with due diligence and professional rigor, and keeping permanently updated their professional capacity and their personal training; must behave in front of people, companies, entities and clients in a scrupulously loyal way and independent of the limitations of any nature that may influence their own work and that of the personnel of which, eventually, they are responsible.
- ❖ **Responsibility** in the development of their professional and personal activity, assuming only those activities that they reasonably expect to complete with the necessary skills, knowledge and competencies.
- ❖ **Impartiality**, acting objectively without accepting the influence of conflicts of interest or other circumstances that could question professional integrity and that of the organization to which it belongs;
- ❖ **Transparency**, informing all interested parties in a clear, precise and sufficient manner of all the aspects that come together in the professional practice, as long as they are not subject to the confidentiality regime, in which case they will be reserved and may not be disclosed;
- ❖ **Confidentiality**, respecting and preserving the necessary protection and reservation of information to which the professional may have access due to professional activity, safeguarding the rights of all interested parties to their privacy. Such information should not be used for personal benefit or disclosed to inappropriate parties.
- ❖ **Legality and integrity**, strictly complying with the law in force, in particular that referring to the provision of the service, in order to prevent any illicit activity from taking place.

2.3. Use of the certificate

All professionals certified by Certi-Trust:

- ❖ Must comply with all provisions of the certification scheme to which they are certified.
- ❖ Can use the certification only with respect to the scope for which certification has been granted.
- ❖ Not to use the certification in such a manner as to bring Certi-Trust into disrepute, and not to make any statement regarding the certification which Certi-Trust considers misleading or unauthorized
- ❖ Must stop the use of all claims to certification that contain any reference to Certi-Trust or certification upon suspension or withdrawal of certification, and to return any certificates issued by Certi-Trust.
- ❖ Must not use the certificate in a misleading manner.

2.4. Relation with collaborators

In its relations with the rest of the employees, managers and collaborators of the organization, the professional certified by Certi-Trust:

- ❖ Must treat the rest of the employees or managers of his organization fairly and respectfully.
- ❖ Will assume responsibility for his performance and that of his collaborators, promoting his professional development through motivation, training and communication. In any case, the relationship with the collaborators should be presided over by mutual respect and quality in the management.
- ❖ Shall reject any manifestation of physical, psychological, moral or abuse of authority, as well as any other conduct contrary to generate a pleasant, healthy and safe work environment.
- ❖ Will ensure that the staff under its charge does not carry out illicit activities or conduct contrary to this code of ethics and neither will he.
- ❖ Always provide all the necessary information for the adequate monitoring of the activity, without hiding errors or breaches, and trying to correct the deficiencies that are detected.

2.5. Relations with external collaborators and suppliers

In his relations with external collaborators and suppliers the professional certified by Certi-Trust:

- ❖ Will establish relationships based on trust, respect, transparency and mutual benefit.
- ❖ Will act with impartiality and objectivity in the selection processes of these personnel, applying criteria of competence, quality and cost, avoiding at all times the collision of interests. The contracting of services or purchase of goods must be done with complete independence of decision and regardless of any personal, family or economic relationship, which may call into question the criteria followed in the selection.

2.6. Relations with clients

In his relations with clients the professional certified by Certi-Trust:

- ❖ Will make known the content of this code of ethics.
- ❖ Act in an integral and professional manner, with the objective of achieving a high level of quality in the provision of their services, seeking the long-term development of relationships based on trust and mutual respect.
- ❖ Will always safeguard their independence, preventing their professional activity from being influenced by economic, family and friendship ties with clients, or from their professional relationships, not accepting fees, gifts or favors of any kind.
- ❖ Will not make or accept, directly or indirectly, any payment or service of more value than the one freely agreed with his employer.
- ❖ Will inform the client of any conflict of interest that may exist in their professional performance related to certification, before assuming a professional assignment.
- ❖ Will not carry out any promotional activity (publicity, informative material, or other) that could induce the clients to an incorrect interpretation of the meaning of the certifications, or to expectations that do not respond to the real situation.

- ❖ Provide clients with a form to fill out in case of any complaint related to the services provided, which will be sent both to the certified person or Organization affected by the complaint, and to Certi-Trust.

2.7. Collaboration with Certi-Trust

The professionals certified by Certi-Trust will collaborate fully with any formal investigation of infractions of this code initiated by Certi-Trust or to resolve specific cases of complaint and / or appeals.

For such purposes, they must keep a record of all claims filed against them, for the activity developed in the scope of validity of the certification and allow Certi-Trust access to these records. Within ten days of receipt of the claim, they must send a written communication and a copy of the claim to Certi-Trust at certification@certi-trust.com.

2.8. Relationship with public administration and authorities

The relationship with the institutions, organisms and public administrations, especially with the Control Authorities, will be developed under criteria of maximum collaboration and scrupulous compliance with their resolutions. The communications, requirements and requests for information must be dealt with diligently, within the established deadlines.

2.9. Acceptance and interpretation of the ethical code

The subjects included in the scope of application of this Code have the duty to know and comply with it, so they must know its content. Certi-Trust requires professionals it has certified to have a high level of commitment in complying with this Code of Ethics.

Any doubt that may arise about the interpretation or application of this document should be consulted with Certi-Trust, who has the obligation to promote knowledge and compliance with the Code and interpret it in case of doubt.

2.10. Non-compliance with this code of ethics

Failure to comply with any of the principles, values and criteria contained in this Code may result in an investigation of the conduct of the certification holder and, ultimately, disciplinary measures by Certi-Trust that may result in the suspension or withdrawal of certification.

2.11. Use of mark or logo

The following organizational trademark is owned and controlled by Certi-Trust:



Certi-Trust grants permission to use Certi-Trust Certification Marks to professionals certified by Certi-Trust. Each professional is authorized to use only the Certification Mark which represents the appropriate certification and credential and may use the appropriate Certi-Trust Certification Mark in professional and business materials.

Permission to use the certification mark is limited to the certified person by Certi-Trust, and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.

Following receipt of information that an inappropriate or unauthorized use of the Certification Mark may have occurred; Certi-Trust will open an investigation and determine if corrective action(s) will be taken, including the following:

- ❖ If a policy violation may have occurred, Certi-Trust shall communicate to the individual(s) involved, requesting that they cease the unauthorized use.
- ❖ If the policy violation is not corrected, appropriate legal actions or sanctions shall be taken, including certification suspension or withdrawal.