



CZECH ACCREDITATION INSTITUTE

Code of Ethics of an Accredited or Certified Entity

The Code of Ethics sets out binding rules for business and other activities (hereinafter referred to as "activities") of Accredited or Certified Entities. The basic pillar of the code is ethical and socially responsible behaviour of the Entity.

If the Accredited or Certified Entity aims for sustainable success it must ensure continuous development and improvement of not only its products, but also its personnel, individual business units and the whole Entity.

The basic principles of the Code are:

1. fair, honest and ethical conduct of business or other activities
2. respecting the rules of free and fair competition
3. respecting the requirements of legal regulations applicable to the respective business, including all standards and other documents in the respective field
4. respecting mutually agreed terms and conditions and the level of service
5. respecting the principles of equal employment opportunity, and preventing any workplace discrimination or harassment
6. ensuring safe working environment
7. respecting business secret and confidentiality of information
8. providing true and complete information about the characteristics of delivered goods and services
9. rejecting any false advertising
10. proper handling of claims and complaints
11. fighting against corruption – it is absolutely unacceptable to offer or accept bribes or similar benefits
12. supporting professional growth of employees

We agree to be bound by the rules of this Code of Ethics.

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