



# **SANCERT**

## **CODE OF CONDUCT**

Sancert Employees and sub-contractors must adhere to this Code of Conduct at all times.

Sancert Employees and sub-contractors shall:

- Act impartially ensuring that they are independent in judgement and actions; and take all reasonable steps to be satisfied as to the soundness of all decisions taken.
- Act honestly, in good faith and in the best interests of Sancert, not engaging in conduct that is likely to bring disrepute upon the organisation, its employees or sub-contractors.
- Use due care and diligence in fulfilling the functions of Sancert and exercising the powers attached to it.
- Inform Sancert management of any conflicts, or potential conflicts of interest, arising out of the fulfilment of their duties and responsibilities.
- Treat all information which is obtained through their professional access to client information as confidential.
- Treat all information identified by the source from which it was obtained as confidential.
- All applications and processing of services, including issue of certificates, will be done in a timeous manner and to the best of our ability at all times.
- All confidential information obtained remains the sole property of the client / source and may not be disclosed to a third party unless required to do so by law or if written consent has been obtained.

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We have an Ethos that we take very seriously and ensure all staff understand and comply with. This can be found online at <https://sites.google.com/view/quartet-ethics-guide/home>.



This is our ethos which we strive to achieve through all business practices.

## **QUARTET**

Quality and Reliability through Expertise and Teamwork

This guide has been carefully considered, in order to allow our business to have more than just a commitment to meeting our customer's needs, but rather a commitment to a deeper set of values which we aspire to achieve in all aspects of our day to day practices, be it at work or home. This is our ethos which we strive to achieve through all business practices.

In line with our personal belief which is "Live Well" we are fully committed to living up to these promises.

1. QUALITY 2. RELIABILITY 3. EXPERTISE 4. TEAMWORK

### **1. QUALITY**

Total quality is of utmost importance to us in all aspects, be it people, products or services.

Our total commitment to "Quality" defines our goals and aspirations to improving the lives of others through our dedication and hard work in achieving a very high standard of quality products and services. Through effective quality in our day to day lives, we are able to improve the quality of life for others. Our belief is to invest in quality people, make quality products, deliver quality services and improve quality of living through business profits.

### **2. RELIABILITY**

Reliability is the key to continued business and personal success.

Our pledge to our clients, our suppliers, our peers and everyone we come into contact with, is to ensure we offer products, advice and services that are reliable for its intended purpose. Through

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commitment to our business practices, our staff proudly offer reliability in all aspects of our daily lives. We offer our assurance and hope that you will trust us as a valued partner.

### **3. EXPERTISE**

Profound knowledge of our products and services is key to offering you, our valued clients and business partners, the best possible input into your quality requirements.

Our commitment to continual training and education investment is our promise. Education is the key element to continual growth and improved economy, and we are proud to be part of that process. We endeavour to support education to the best of our ability.

### **4. TEAMWORK**

Our definition of a “TEAM” is, our clients, our service providers, our staff, our management and any other individual offering a positive input into our goals and missions. We work together to achieve our overall ethos:

”Live Well”.

Being an effective team will ensure everyone can enjoy the highest set of quality strands of life. Through our deep credence of practicing empathy, tolerance and treating all our team members with the utmost respect and dignity, we aspire to achieve living up to our expectations and enjoying each day.

If we work together, we can do anything.

-Everyone is passionate about life, but very few take time to live life passionately-.

If we work together, we can do anything.

### **OUR VALUES, MORALS AND ETHICS**

Real business is about practicing business ethically, above board and meeting the required legal requirements set by government. We will continually strive to run a professional business that ensures the welfare, health and safety of its clients, staff, and all stakeholders. We have developed a legal register which is used as a check list to ensure we are legally compliant in our business practices. Growth in our people is key. There is no place in our business for racism. We endeavour to treat everyone with the same dignity and respect regardless of race, religion, and ethicality.

As part of a company, we promise to uphold these beliefs and values at all times.

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