



# CODE OF ETHICS



## OUR CODE

QMS is an accredited certification body with strong values. Our code of conduct is what drives our values that are applied in all aspects of the organization's practices and honored by all our personnel. We truly believe that our code is a reference for our actions guided by our values.

Any violation of the code of conduct guarantees a response by the organization.

# COMMUNICATION CHANNELS TO DENOUNCE BREACHES

We encourage all stakeholders to raise any concerns regarding our values, our code and our conduct. We provide a channel to denounce breaches of conduct that ensures the confidentiality of information, fully protecting the identity of those involved. This channel serves as a platform to communicate any allegations of misconduct and to solve any doubts regarding those codes.

For any issue of concern, please contact: [contact@qms-certification.com](mailto:contact@qms-certification.com)

"Ethics is the aesthetics  
from within"

Pierre Reverdy

# MISSION AND VALUES

QMS's mission is to BUILD A STRONGER SOCIETY THROUGH CERTIFICATIONS. We believe that certifications provide great value to organizations by providing them with greater reliability in their relationships, competitiveness and qualification. Additionally, certifications promote the adoption of best practices for services and thus a more just society.

Through our business practices, whether it be in global, continental, regional sphere, or in a small sized company, we act firmly to apply our mission.

Our VALUES are built and applied every day, to all of our own personnel or professionals acting on our behalf. Our code is based on these values:

- CLIENT, OUR GUIDE!
- CREDIBILITY, OUR PRODUCT !
- BEST SERVICE, OUR DUTY !
- ETHICS, OUR PHILOSOPHY !
- FAST RESPONSE, OUR ROUTINE !
- TRAINING AND IMPROVEMENT, OUR COMPROMISE !
- PRAISE, OUR TEAM'S VICTORIES !
- GROW, WITH OUR VALUES !

## **CLIENT, OUR GUIDE!**

Our clients come first. We make sure to explain all details about the certification process, with pre and post certification follow-up.

## **CREDIBILITY, OUR PRODUCT!**

Professionalism, knowledge in the activity being carried out, add reliability.

## **BEST SERVICE, OUR DUTY!**

We individually and collectively strive for excellence. Develop relationships while delivering our very best. Adding value to our customers.

## **ETHICS, OUR PHILOSOPHY!**

Practice of strong moral values in all activities and plans of action.

## **FAST RESPONSE, OUR ROUTINE!**

Meet deadlines with readiness, alignment between speed and effectiveness.

## **TRAINING AND IMPROVEMENT, OUR COMPROMISE!**

Commitment to personal and professional development, improving weaknesses, empowering strengths, be always prepared.

## **PRAISE, OUR TEAM'S VICTORIES!**

Being present, being participatory, engaging and being involved and celebrate our team's achievements.

## **GROW, WITH OUR VALUES!**

Focus on business growth and personal growth aligned with our values.

# CLIENT, OUR GUIDE!

- We comply with all contractual determinations and obligations with the client;
- The confidentiality of any customer information is preserved through our contracts with people and organizations;
- All negotiations with clients are transparent and comply with the terms of billing, payment and negotiations;
- We have total customer focus to provide the best customer experience with our services;
- We put ourselves in the position of the client to understand their vision;
- We are motivated to achieve the highest level of customer satisfaction through of our services;
- We do not disregard any information, criticism, complaint and customer, we are encouraged to review our processes when issues occur.

# CREDIBILITY, OUR PRODUCT!

- Competence, respect, transparency, agility, reliability, impartiality, ethics, quality, efficiency and effectiveness bring us credibility;
- Our credibility is also guided by QMS's professionals and all of our collaborators;
- We prohibit any practice of bribery, corruption, facilitation and bargaining illegal activities involving the provision of QMS services;
- We have procedures for reliability, impartiality and conflict of interests to our processes;
- We do not work and break relationships with clients and / or business whose standard and posture are incompatible with our values;
- We have a cordial relationship with governmental organizations, promoted by strict compliance with the regulations to which we are subject;
- We respect and encourage through our certifications the best practices for the environment and sustainability;
- We have this code to guide our values and good practices.

# THE BEST SERVICE, OUR DUTY!

- We operate with a high level of service and a high standard of quality to bring credibility to our certifications;
- We are encouraged to develop relationships with our customers, partners and employees, thus promoting the best service;
- We always commit to delivering the best to our customers and business partners;
- Through transparency, we seek in a clear and respectful way to meet with excellence to our customers and business partners;
- We are encouraged to maintain a proactive stance, aligned with agility and efficiency for better service;
- Regardless of financial or non-financial advantages, we are committed to always providing customers and business partners with the best solutions for certification and training services.



# ETHIC, OUR PHILOSOPHY!

- We always act with ethics;
- We reject unethical or illegal business practices in all circumstances;
- We do not accept hiring of child labor in any instance of our activities;
- We work analogous to slavery in our operations;
- We preclude any prejudice to the belief, political affinity, race, gender, sexual orientation or differences;
- We prevent any undue advantage in providing services to customers;
- We have adopted only transparent and credible competition practices without any illicit means;
- We have procedures for receiving gifts, and training our employees;
- Our auditors act in the technical process and do not indicate, offer or suggest consulting services;
- We have adopted fair practices with our suppliers and have always opted for best price and quality;
- Our relationship with stakeholders is always guided by a constructive and transparent dialogue, and we repudiate all forms of active or passive corruption, be they at the municipal, state, federal, private, state and mixed economy companies, as well as other entities controlled by the public authority (local authorities, foundations, etc.);
- In doubt, we always choose ethics as a work philosophy.

# AGILITY, OUR ROUTINE!

- We have met deadlines agreed with all stakeholders;
- We strive to anticipate any delivery as long as it does not impact none of our values or technical procedures;
- Our time is not more important than anyone else's, we do not make our clients wait beyond the agreed time and schedule;
- Our fast response involves delivery, change of processes, responses and communication;
- Our routine requires agility and agility is our routine.

# TRAIN AND IMPROVE, OUR COMPROMISE!

- We encourage our employees to continuously train and improve, to the development of the company and also individual;
- We are encouraged to work on our weaknesses and empower our strengths;
- We believe that "training and improvement" is not only achieved through training but also by reading, searching for examples, mentors, research on our own, lectures, events, conversations, experiences, lessons learned, and an infinity of means to obtain knowledge that also pertain to the individual;
- As opinion makers in our area of commitment to provide free content on certifications throughout the community;
- If we do not know, we do not wait, we seek knowledge;
- We believe in competence and expertise to generate value.

# PRAISE, OUR TEAM'S VICTORIES!

- We celebrate our team's achievements and that of our stakeholders;
- Each delivery of our service is a reason for celebration, to include all phases such initial certification, maintenance and recertifications;
- We celebrate what works well for our company and for all our parts concerned;
- Celebrate by reaching goals and objectives, breaking down barriers, gather, observe achievements, develop companies and people in certifying and in training;
- We celebrate our clients, our credibility, our service, our ethics, our agility, our improvement, our growth, we celebrate the process.



# GROW ALWAYS, WITH OUR VALUES!

- We are driven by growth, as long as this growth does not negatively impact our values;
- Financial, sustainable, organizational, personal, professional, intellectual growth and always based on our values;
- Always grow, by our beliefs transformed into actions.



[qms-certification.com](http://qms-certification.com)  
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