



CODE OF CONDUCT



Applicability

QMS Certification is an accredited certification body with strong values.

This code of conduct translates our values into actions and is applicable to the entire Organization, including employees and business partners.

We believe that our code is a reference so that the actions of those involved are based on our values.



Failure to respect the code of conduct and non-compliance with the precepts of our values will result in a breach of trust which will result in disciplinary actions by current laws.





Whistleblowing channel and Deviation Reporting

We encourage all stakeholders to raise concerns regarding our values, our code and our conduct.

We provide a channel that ensures the confidentiality of information, preserving the identity of the people involved, in which it is possible to forward complaints about misconduct and behavior that go against our values, our code and/or our conduct, and to resolve any doubts contained in this code .

For whistleblowers, complainants or anyone raising concerns, we strongly prohibit retaliation and will fully support your protection in all spheres.

For any concerns raised, please contact: **contact@qms-certification.com**

“Ethics is the aesthetics from within”

(Pierre Reverdy)

Mission

*Build a Strong Society
Through Certifications*

ISO certification
Adding credibility to
companies



YouTube
Channel dedicated 100% to
management systems



Content
2 blogs: QMS Brasil and
Antisbribery, in addition
to
ebooks and webinars



Events
We organize and carry out
QMS Insights and Anti-
Corruption Week



VISION

***To be recognized for the best
service in the global market***

Values



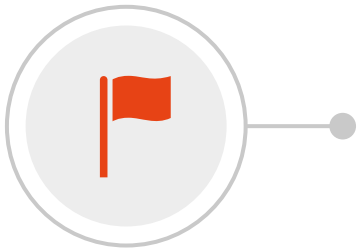
CLIENT FIRST

Excellent service and anticipation of trends and solutions



DELIVERING TRUST

Confidence in results and guarantee of market recognition



GO FURTHER

Qualified and encouraged team for new training, new products and solutions



THINK GLOBAL

Scope of global operations, integrated solutions for the client

Anti-bribery Policy

QMS Certification, an operating
Body in certifications and training
in Management Systems
standards, in relation to the fight
against bribery determines that:

- ✓ The payment and receipt of bribes is prohibited, as well as any practice that leads to the understanding of bribery in the performance of certification audit services;
- ✓ All employees are guided by the QMS code of ethics and the Anti-Bribery Management System;
- ✓ Complies with applicable anti-corruption laws and other requirements that are applicable to the organization;
- ✓ Any and all reported anti-bribery concerns raised will be investigated, addressed and the whistleblower will not suffer any reprisal;
- ✓ QMS's anti-bribery compliance function has full independence and authority in accordance with the requirements of ISO Standard 37001;
- ✓ Meets the requirements of the Management System;
- ✓ Continually improves the Anti-Bribery Management System;
- ✓ Failure to comply with the Anti-Bribery policy and the requirements of the management system will result in disciplinary actions under applicable laws.

Threats to Impartiality



Self-evaluation



Familiarity



Intimidation



Self interest

At **QMS Certification** , impartiality is at the heart of every aspect of the certification services we offer. We recognize and respect the importance of delivering without compromising integrity.

QMS maintains a professional culture and environment (through formal and informal meetings and discussions) that emphasizes the expectation that staff and auditors act in the broader interest of promoting a culture of Quality in audited organizations and helping to enhance credibility of audits and certification processes, guaranteeing total impartiality in its actions.

QMS identified, analyzed, documented and incorporated controls over the following possibilities of conflict of interest arising from the provision of certification services and their relationship:



Impartiality is not only an accreditation requirement for a Certification Body, **it is an absolute necessity to maintain the credibility of the Certification Process.**

Impartiality Management

QMS identified, analyzed, documented and incorporated controls over the following possibilities of conflict of interest arising from the provision of certification services and their relationship:



Self interest

Self-interest threats and their safeguards

Own financial interest:

The auditor selection process, the audit process and the certification decision are carried out in such a way as to ensure that certification is based on objective evidence of compliance with the relevant criteria. All certification processes are carried out under the supervision of Senior Management and have appropriate controls throughout the process.

QMS and its collaborators will not exercise undue financial conditions, will not practice any form of discrimination or other conditions towards the applicant or certified organization that could damage the reputation of **QMS**.

Auditors - Self Interest

QMS ensures, through thorough review of auditors' CVs and their current affiliations, that they have no financial interest in the clients being audited by them. In addition, according to signed Conflict of Interest and Confidentiality Agreements, it is mandatory that all auditors disclose all situations of potential conflict of interest. In such situations, it is ensured that the auditor is included in the audit team or in the certification decision process.

In case a QMS auditor is carrying out financial or other adverse conditions, in the organization to be audited, appropriate disciplinary action should be taken.

Impartiality Management

QMS identified, analyzed, documented and incorporated controls over the following possibilities of conflict of interest arising from the provision of certification services and their relationship:



Self interest

Self-interest threats and
their safeguards

Our management system ensures that the certification decision, complaint, appeal, etc. is taken by someone who has not participated in the certification process, complaint, appeal, etc.

QMS , any employee or person who acts in the certification processes on its behalf cannot offer or provide Management Systems consulting services to a client to be certified. QMS does not offer or provide Management System consulting.

To ensure that there is no conflict of interest, and to ensure that there is no threat to impartiality, personnel providing Management System consultancy, including those acting in a managerial level, are not used by QMS to participate in Audits or other certification activities if they have been engaged in Management System consultancy in relation to the client in question less than two years after the end of the consultancy.

QMS does not outsource audits to a management system consultancy organization as this poses an unacceptable threat to its impartiality

QMS activities cannot be traded or offered in connection with the activities of an organization providing Management System consultancy. QMS shall take action to correct inappropriate statements or associations by any consulting organization that asserts or infers that certification would be simpler, easier, faster or less expensive if QMS were used .

QMS cannot certify another Certification Body for its Quality Management System

Impartiality Management

QMS identified, analyzed, documented and incorporated controls over the following possibilities of conflict of interest arising from the provision of certification services and their relationship:



Familiarity



Intimidation

Threats to impartiality

Familiarity (or trust) threats

If **QMS** determines that one of its auditors has an unacceptable familiarity with a customer, **QMS will** change auditors (for at least one audit) after completion of a certification cycle to eliminate or reduce the familiarity threat that may arise due to long-term, permanent professional relationship (by virtue of carrying out audits) with an audited company.

If the familiarity relationship is characterized, the auditor involved will not participate in the audit team or in the certification decision process of the related organization.

Intimidation threats

In relation to disagreement over evidence identified during the audit, **QMS auditors** are encouraged to raise this specific issue in the audit report, asking the auditee to make a complaint and/or appeal to **QMS** against any evidence found that does not agree.

Likewise, **QMS** will not be coerced by any audited company or other interested parties for fear of being replaced when carrying out certification activities. QMS is committed and determined to carry out its certification activities without any fear of litigation, substitution, **etc.** However, auditees are made aware of the appeals process if they are not satisfied with decisions made by **QMS**.

Impartiality Management

QMS identified, analyzed, documented and incorporated controls over the following possibilities of conflict of interest arising from the provision of certification services and their relationship:



Familiarity



Self-interest

Threats to impartiality

Competition Threats

QMS ensures that auditors are selected after assessing the chances of conflict to eliminate or minimize any competitive threat between auditors and auditee

Conflict of interests arising from relationship

QMS has determined potential areas of conflict of interest due to any relationship based on ownership, governance, management, personnel, shared resources, finance, contracts, marketing or other incentive for new client entry that may threaten the impartiality of its reporting activities . certification.

Controls



CUSTOMERS
legal agreements



AUDITORS
Training and
contracts



STAFF
Training and
contracts



**OTHER
STAKEHOLDERS**
committees and
channels



TECHNOLOGY
ERP Global IAF
CertSearch



DIVERSIFICATION
Clients and auditors



PROCESSES
approvals and
releases



WITNESSES
internal and external



CERTIFICATION

🌐 www.qmsbrasil.com.br

☎ +55 11 2628-6095

✉ contato@qmsbrasil.com.br