

### 01-10 Commitment to Quality

**CERTPLUS** is always committed to provide top level services not just a product.

**CERTPLUS** aims to provide timely, accurate and impartial conformity assessment to customers, by impeccable decisions as per related schemes and standard.

Top management, always stands up for Quality department and the whole team members, are accountable for the implementation of Company policy by:

- Meeting customer expectation and requirements
- Timely internal audit for continual improvement incertification operations through resources provisionand trainings for upgrading knowledge andsupervision of related personnel.
- Monitoring Quality Objectives and implementation Action plans for accomplishments.

**CERTPLUS** ensures that its staff and partners have updated high-level technical-professional expertise within their respective roles and functions;

### 02-10 Integrity and Ethics

In conducting its work process, **CERTPLUS** is inspired by and complies with the principles of loyalty, and fairness. We act in good faith and with honesty and impartiality. The Company also undertakes to protect the moral integrity of its staff, thereby preventing illicit conditioning or undue discomforts. All actions, operations and the negotiations carried out, and generally, the behaviour of **CERTPLUS** employees in the development of their work, must therefore be inspired by the maximum accuracy and integrity from a management point of view;

THE Q respects and implements within the local and international ethics and professional standards.

### 03-10 Impartiality and Independence

We do not allow commercial, financial or other pressures to compromise our impartiality.

In carrying out its activities **CERTPLUS** conforms to the criteria of objectivity, impartiality, independence and consistency with the goals of the activity itself, inspired by criteria of equality and equal dignity among the client organizations. All operations and business transactions must be correctly recorded, authorized, verifiable, legitimate, consistent and congruous.

**CERTPLUS**, as the conformity Assessment Body and supplier of companies' services, is totally independent from the parties involved, that means either from the client organization or from organizations which are intended destination for goods or services of the client organization.

### 04-10 Avoiding Conflicts of interests

**CERTPLUS** applies the highest standards of transparent, ethical and fair conduct; these include scrupulous care to avoid situations that might create a conflict of interest (even if it is only ostensible or marginal).

A conflict of interest is a situation in which **CERTPLUS's** interest differ from its personnel and/or one of its collaborators and that of a client organization's interest, with those of close family or of persons with whom we are involved in a personal or business relationship.

**CERTPLUS** regulates all situations which may generate such conflicts. This includes outright prohibition in certain cases, and prior verification, notification or authorization in other cases.

#### 05-10 Protection and Confidentiality

**CERTPLUS** and its employees and collaborators –undertake a commitment of confidentiality regarding any news, information and the documentation relating to the client organization, and more generally, to the relationship established with it. All information received in the course of the provision of our services must be treated as, and must remain, strictly confidential, subject to authorized release.

**CERTPLUS**, and for it, its employees and its collaborators –abide by the strict compliance of all legislation regarding the confidentiality, security and transmission (paper and electronic) of information and personal data. To this end, **CERTPLUS** adopts appropriate procedures for custody and access to data files and information archives.

#### 06-10 Respect for all individuals – No to discrimination and harassment

People are basic components in the company's life. The dedication and professionalism of management and employees represent fundamental values and conditions for achieving **CERTPLUS's** objectives.

**CERTPLUS** undertakes to offer, in full compliance with applicable legal and contractual provisions, equal opportunities to all its employees, making sure that each of them receives a fair statutory and wage treatment exclusively based on merit and expertise, without discrimination of any kind. **CERTPLUS** creates a working environment where personal characteristics or beliefs do not give rise to discrimination and which allows the serenity of all employees.

Therefore, **CERTPLUS** protects its staff from acts of psychological violence and sexual harassment, and intimidating behaviour is not tolerated in internal or external business relations. In any case, any behaviour constituting physical or moral violence is forbidden without any exception.

#### 07-10 Fighting bribery and corruption

**CERTPLUS** ensures that its conduct is based on the observance of the principles of integrity and transparency. In particular, all actions, operations, negotiations and in general the conduct of business practice, are based on the utmost fairness, with the exclusion of any phenomenon of corruption or favouritism; As well as on the completeness and on the transparency of information and on the legitimacy, not only formal, on the basis of current regulations and internal procedures.

It is forbidden to offer money or gifts to the directors, officers or employees of the Government or their relatives, except under the conditions specified in paragraph " Gifts and Gratuities " of this Code of Ethics. Corrupt Practices, illegal favours, collusive behaviours, solicitations, either direct and/or through a third party, for personal or career benefits for themselves or for others, are absolutely forbidden.

#### 08-10 Comply with occupational health and safety standards

**CERTPLUS** is committed to ensuring the continuous improvement of safety in the workplace, by the definition of specific procedures and the control of their successful implementation.

Our Company takes all necessary measures to ensure the safety of the workplace and endeavours to respect the physical integrity of all workers, in complete respect of the regulations in force.

**CERTPLUS's** activities are carried out in compliance with applicable worker health and safety, environmental and public safety protection agreements, international standards and laws, regulations, administrative practices and national policies of the countries where it operates.



### 09-10 Fair competition

**CERTPLUS** is committed to competing fairly and in compliance with antitrust and all other applicable laws. Competition or anti-trust laws typically prohibit agreements among competitors as to pricing or other competitive terms, or, as to the division of markets or business. Severe civil and criminal sanctions can be imposed if competition or antitrust laws are infringed by companies and/or their employees.

### 10-10 Social and environmental responsibility

**CERTPLUS** considers its social function a priority therefore it accepts as essential values of its action.

**CERTPLUS** is committed to operating in compliance with the regulations relating to the environment, to promoting and planning the development of its own activities aimed to enhance the natural resources and preserve the environment for future generations.

**CERTPLUS** is committed to the development and protection of professionalism, safety at work. to ensuring the continuous improvement of safety in the workplace, by the definition of specific procedures and the control of their successful implementation.

**Note :** To contact the **CERTPLUS** Team, please email [info@certplus.com.tr](mailto:info@certplus.com.tr) or call the hotline at +90 216 755 00 77.