



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 management of Sancert of any conflicts, or potential conflicts of interest, arising out of the fulfilment of their duties and responsibilities.
- Treat as confidential all information which is obtained through their professional access to client information.
- Treat as confidential all information identified by the source from which it was obtained.
- 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 written consent has been obtained.

Sancert is also a corporate member of SAIOSH (South African Institute of Safety and Health) and we comply and follow their ethics and commitment guide.



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CODE OF CONDUCT

We are also a member of SAQI and are committed to the institutes policy



Pledge to Quality

SANCERT (PTY) LTD

as a member of

The South African Quality Institute

SAN001 **BUSINESS LEVEL 2**
 Membership Number Membership Category

undertake to uphold the principles of Quality in the following ways:

Core Values of Quality	Approach to Quality
<p>Trust: Engender trust and the values of Quality</p> <p>Honesty: To be honest and transparent.</p> <p>Respect: To respect the dignity and diversity of all individuals.</p> <p>Empowerment: Empower individuals and organisations to improve their Quality.</p> <p>Competitiveness: Promote competitiveness as a key ingredient of success.</p> <p>Good Ethics: Promote, practice and advance good ethics at work and in family life.</p>	<p>Customer Satisfaction Acknowledge that customers and their needs are the reason for business.</p> <p>Continuous Improvement of Products and Services Continuous improvement is fundamental to growth and survival.</p> <p>Respect for the Environment Respect the environment and treat it responsibly.</p> <p>Foster South African Trade Always respect high quality as consumers and/or suppliers of goods and services.</p> <p>Improving the Quality of Life We strive to improve the Quality of life in the workplace, in our own families, society in general and especially in the communities we serve.</p> <p>Be Role Models for Quality Be a role model of Quality in all we do.</p>

We pledge our commitment to these Quality principles

L. Swart **AUGUST 2021** 
 Member Expiry Date SAQI

This Electronic Certificate is issued without alteration and is identified by the applicable membership number and the authentication of this Electronic Certificate can be verified by emailing veness@saqi.co.za

Lastly Sancer (Pty) Ltd has an Ethos that we take very seriously and ensure all staff comply and understand this need. Refer below.

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This can be found on the WWW as - <https://sites.google.com/site/quartetethicsguide/>

OUR VALUES, MORALS AND ETHICS

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

QUARTET

Quality and Reliability through Expertise and Teamwork

This document 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.

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 the word "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 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 requirement. Our commitment to continual training and education investment is not only a promise to work peers, but also to our beloved country, South Africa. Education for our rainbow nation is the

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key element to continual growth and improved economy, and we are happy 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. That's the team. 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.

-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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