

# Code of Conduct



## **Code of Conduct**

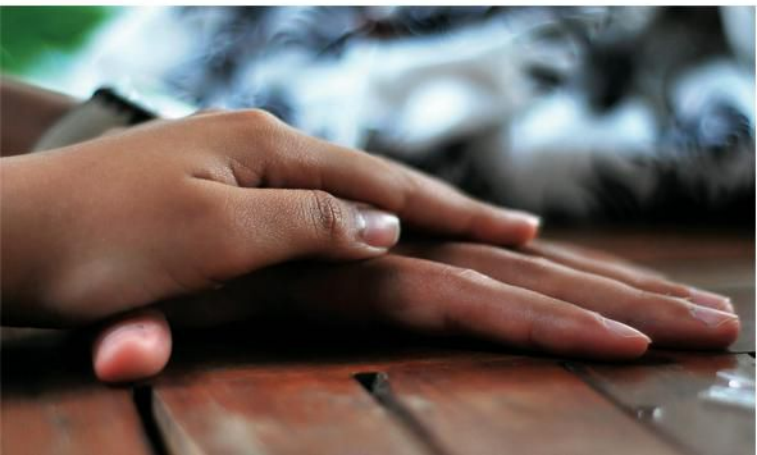
This Code of Conduct establishes a common and consistent framework across our organization for how we will achieve our goals. It provides direction and clarification in how we conduct our daily business. High business ethics and personal integrity ensure our credibility and reputation as a solution provider.

## Confidentiality

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. We extend the same standards to all our customers, suppliers and business partners.

## Ethics

We always conduct our own services honestly and honorably, and expect our clients, suppliers and business partners to do the same. Our advice, consultancy and the methods imparted through our programs, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our clients and suppliers.



## Duty of care & reliability

Our actions and advice will always conform to relevant law, and we believe that all businesses and organizations, should avoid causing any adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well-being of society at large.

## Conflict of interest

Due to the sensitive nature of our particular services, we try to avoid any dealings with competitor companies which could in any manner harm the business of our clients and business partners.

## Contracts

The quality of our service and the value of our support provide the only true basis for continuity. We always establish partnership-based contractual requirements on a win-to-win basis for both parties.

## Fees

Our fees are always competitive for what we provide, which is high quality, tailored and specialized service. We agree our fees and basis of charges clearly in advance, so that we and our clients can plan reliably for what lies ahead, and how it is to be achieved and financially justified.



## Intellectual property and moral rights

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our clients. In return we respect the moral and intellectual copyright vested in our clients' and business partners' intellectual property.

## Quality assurance

We maintain the quality of what we do through constant ongoing review with our clients, of all aims, activities, outcomes and the cost-effectiveness of every activity. We encourage regular review meetings and provide regular reports from our development programs. Further details are available on request at **info@humancapital.sk**.

Quality Management System of HUMAN CAPITAL certified by TÜV SÜD Slovakia according to STN EN ISO 9001:2009



## Professional conduct

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgment and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our clients.

## Equality and discrimination

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, color, age or personal disability.





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