

# Code of Conduct

This Code of Conduct intends to provide an ethical, professional conduct in all areas of quality management. It is valid for all DGQ/EOQ certificate holders across all sectors.

## Responsibilities of the certificate holders

### Certificate holders

- must apply their professional ability and judgement in accordance with the law and with the principles of honesty and probity. At the same time, they have to subordinate own interests.
- must develop their own professional competence and keep themselves up-to-date in their professional field.
- must take into account issues of public interest regarding the protection of health, safety and environment.
- must always act in such a way that the renown and reputation of their profession will be preserved. They commit themselves to respect all relevant laws in context of their activities. If legal proceedings are initiated against a certificate holder or if he has been sentenced for a criminal delict, the DGQ Personnel Certification Body has to be informed immediately.
- may only engage in advertising if the activities are truthful and objective. Comparative advertising with other professions is not permitted. The use of logos (DGQ, EOQ, accreditation body) is only permitted on the respective certificates. In case of the certification has been suspended, the certificate holder is not permitted to further advertise the certification in any way.
- may not accept projects which constitute a conflict of interest, except there is a written consent of all parties involved.
- may not accept projects for which they do not have adequate competence according to their own assessment.
- are bound to secrecy with regard to all information obtained in the context of their professional activities, except there is a written consent by the client from whom the information was obtained.
- shall not use any information obtained in the course of their activities in an unfair manner, neither for their own benefit, nor for the benefit of third parties.
- must adequately supervise persons working under their professional guidance and encourage them to further develop their professional competence.
- shall not express, publish and otherwise disseminate any unjustified and inappropriate criticism of other colleagues of their profession. Colleagues may not be put in a position in which they unwillingly violate any part of this Code of Conduct.
- If applicable, DGQ/EOQ auditors are obliged to provide a list of any complaints made against them in relation to their activities and to briefly explain how these complaints have been resolved.