



DECLARATION OF ICERTIAS - CUSTOMERS' FRIEND CERTIFICATION

In accordance with ICERTIAS - Customers' Friend certification rules, all members who join ICERTIAS - Customers' Friend Association - support and agree to conduct their business and act in accordance with this declaration and may therefore bear the identification seal of ICERTIAS CERTIFIED - Declared Customers' Friend

Last revision, 22 December 2016, Zurich, Switzerland

Introductory text

The ICERTIAS - Customers' Friend certification program's goal is to stimulate producers and service providers to achieve higher quality products and services at the most optimal prices on the market.

The Customers' Friend program's mission is to increase the transparency of communication between producers and service providers and then end users (customers) as well as to encourage all participants on the market to behave more responsibly towards their employees and the natural environment.

Companies and organizations that decide to join the ICERTIAS - Customers' Friend certification program commit to offering their users, customers and clients products and services at the highest quality standards and the most competitive prices.

Companies and organizations that decide to join the ICERTIAS - Customers' Friend certification program agree to provide their present and potential customers with high quality communication through an increasing number of communication channels (e.g. free of charge helplines, digital social networks such as Facebook, etc.).

The public and customers can recognize those companies and organizations on the market that are members of the ICERTIAS – Customers' Friend certification program by seeing the identification seal of ICERTIAS Certified – Customers' Friend highlighted in their promotions and corporate communication.

Companies and organizations that decide to join the ICERTIAS - Customers' Friend certification program (members of the ICERTIAS - Customers' Friend certification program) confirm that they comply with the following points of the ICERTIAS-Customers' Friend declaration in their business:

1. The satisfaction of our customers, users and clients is our main priority.
2. We support the United Nations Declaration of Human Rights as well as the United Nations International Covenant on Economic, Social and Cultural Rights, except in the points that are possibly contrary to the laws of the countries in that we conduct business.
3. When doing business, we try to adhere to the laws of the countries in which we conduct business and especially the regulations related to customers' rights and the regulations related to employees' rights.
4. To us, every customer is the most important customer - regardless of their sex, sexual orientation, race, nationality or religion.
5. When doing business, we try to provide products and services that have a positive influence on the quality of life and the quality of health of our customers.
6. We are aware that the highest satisfaction of our customers can be achieved only through first-class working conditions for our employees and we therefore try to give our employees top working conditions.
7. We do not employ persons under the age of 15.

8. We take care of the environment by trying to make our business have the least possible negative influence on the environment in which we do business.
9. We have zero tolerance for every type of corruption and crime.
10. Whenever possible, we try to resolve our disputes by agreement or some other amicable way, and only when that is not possible do we refer to authorized courts.
11. In performing our business, we comply with the laws of the country where we operate, including our relationship with customers, clients, employees or partners, and whenever possible, we try to guarantee and respect rights to an even greater extent than what imposed by law.

Office of the ICERTIAS - Customers' Friend Certification body

ICERTIAS - International Certification Association GmbH

Zurich, Switzerland