

# Code of Ethics and Integrity



# The CS Tradução Message

There is a maxim in the business world which states that retaining an existing customer is much more difficult than obtaining a new one.

Our commitment goes beyond completing projects and issuing invoices:

We love what we do and want to do it well, which is why we study, research, and invest in our services. We want to unify our pleasure in serving our clients with their safety and satisfaction in mind at all times.

In this vein, we developed a Code of Ethics and Integrity to serve as a compass, guiding our relationships with our customers, partners, and competitors; its purpose is to ensure your ability to feel secure about retaining our services long term. Because more than just to serve, our mission is to delight, without compromising our values and principles.

If you have come this far, it is because you are considering entrusting us with your project. We are thrilled at the opportunity and look forward to building a successful partnership.

Thank you for choosing CS Tradução!

Warm Regards,

Claudia Silva

*Owner & Project Manager*

## To Whom Does This Apply?

▶ The Code of Ethics and Integrity is applicable to all employees and collaborators of the Company and, also, to those who may in some way come to answer on behalf of CS Tradução.

## Clients and Service

▶ We encourage customer communication with the company, and consider their opinions in the ongoing internal improvement processes.

▶ We regularly develop satisfaction surveys with a focus on customer service and project delivery, with an aim towards solving potential issues, mitigating failures, and preserving customer satisfaction.

▶ We do not serve Clients of a demonstrably unethical nature, nor do we accept favors, financial or otherwise, from private or public entities, financial institutions, or non-governmental organizations (NGOs).

▶ We are not responsible for the misuse of our services and/or the translations resulting from the services requested from us.

## Services & Confidentiality

- ▶ We offer quality, customized service, with an emphasis on meeting agreed-upon deadlines and confidentiality of information, excluding any legal precedent.
- ▶ Our information is protected; we ensure its integrity, confidentiality, and availability.
- ▶ We provide clear, precise, and secure information in order to enable our clients to utilize the appropriate service(s), avoiding any financial or reputational risk to CS Tradução or our clients.

## Ideology

- ▶ We do not practice acts or dissemination of ideas of a discriminatory or criminal nature, nor do we tolerate illegal practices of any kind.
- ▶ We treat our clients with professionalism, regardless of their ideological, political, or religious preferences, as long as the relationship does not violate our code.

## Competitors & Vendors

- ▶ We practice and support fair competition, and refrain from disparaging or making judgments in regards to competitors' products or services.
- ▶ We refrain from engaging in any activities that may result in harm to CS Tradução or to our competitors.
- ▶ We seek at all times the acquisition of products & services from vendors based on reputation, honesty, and ethics in all professional relationships; focusing primarily on our relationships with our contractors, our peers, and the government.
- ▶ We do not practice tax evasion, nor enter into contractual relationships with those who do.

# *Thank you!*



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PREPARADO PARA: Nome da Empresa