



HOA – CODE OF ETHICS

This Code of Ethics is born of the shared intention of the members of the Hungarian Services and Outsourcing Association (hereinafter: the Association) to formulate and declare common and unified ethical standards governing their activities. These expressly declared standards are primarily intended to strengthen the reputation of the sector and of the profession in the eyes of business partners, employees and subcontractors, and to contribute to the emergence of service providers who respect the principles of business and human ethics.

The members of the Association (hereinafter: Members) undertake to conduct their varied business activities in the spirit of ethics. The Members shall pursue their business in accordance with the professional and ethical standards accepted by the Association, and shall firmly stand by those principles at all times.

1. The Members are aware of the important role that their professions play in the service sector and the labor market. In view of that social role, the Members are committed to compliance with the applicable legal regulations.
2. Pursuant to the principle of fair business conduct, the Members shall not take advantage of any illegal or undue advantage. They shall neither offer nor accept any gain that is not stipulated in the relevant work contract.
3. The Members are committed to fair competition. They shall focus on nothing but their own performance and shall refrain from obstructing competitors' activities, discrediting competitors, and presenting them in a bad light.
4. The Members shall only accept such assignments that correspond to their abilities, capacities, opportunities and practices. Members cooperating with service providers outside the Association shall provide professional and high quality performance.
5. The Members shall always provide accurate information to their business partners about their methods, capacities, tools, and work processes, and shall allow for verifying those circumstances.
6. The Members consider it a key responsibility to preserve the confidentiality of data and information concerning registered jobseekers, staff, and business partners.
7. The Members shall use any know-how and business or technological information obtained from suppliers or bidders solely for the conclusion and performance of the related transaction. The Members shall not disclose such information without its owner's consent, and shall not use it for their own purposes.
8. A Member who identifies circumstances that materially influence its independence and objectivity in a business assignment shall seek the opinion of the elected Ethics Committee.
9. While a Member is entitled to formulate an opinion that differs from the Association's position, such an opinion shall not be expressed on behalf of the Association, and that Member shall inform all affected parties of the fact that its opinion in the matter differs from the Association's.
10. The Members shall warn any other Member who violates or deviates from the standards stipulated herein. The elected Ethics Committee shall be informed of any continued non-compliance.

By joining the Association, the Members accept this Code of Ethics as binding and undertake to operate in compliance with it. Any grave or repeated violation of the Code of Ethics shall result in exclusion from the Association, and shall be published on the Association's internal forums.

In matters concerning the Code of Ethics, the Members shall submit to the decisions of the elected Ethics Committee.