



revised
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Dear (potential) customers,

take a look at our principles, but also the prerequisites for our successful cooperation:

Our code of cooperation with clients

- **We are aware that you rely on our professionalism. We appreciate it and feel a personal responsibility.** Each S-cope consultant has many years of experience in their field and knows your industry sector. The information we give customers about ourselves is true and complete. We work on our qualifications and monitor the up-to-dateness of the information we provide to our customers.
- **An essential prerequisite for a successful project is open communication on both sides.** Each consultant and each company is specific and if there is any discrepancy, please forward the information to Veronica Soukupová (v.soukupova@s-cope.cz), who will ensure a solution.
- Your trust is key to us. **We protect your information and data.** We are discreet. In case you want to sign an NDA, we are ready. We ask for the adequacy of the sanctions considering our size and the nature of our services.



- **Our goal is your maximum satisfaction.** That is why we offer suitable and effective solutions. We build management systems on the assumption that legislative requirements are met. If during the project we encounter non-fulfilment of them, we will notify you immediately.
- S-cope is an association of experts who can also work as auditors for certification bodies. **The consulting part is strictly separated from the certification,** it cannot happen that it is the same person. However, the consultant can recommend a certification body to the client based on good experience and suitability with regard to, for example, accreditation.





Checklist for successful cooperation

We need to know not only your goal, but also your expectations.

Step	
<i>Describe the assignment as best you can. Fill in your expectations as well. Let us know your concerns.</i>	<input type="checkbox"/>
<i>We will select the most suitable consultant and send our offer.</i>	<input type="checkbox"/>
<i>Make an online appointment with an advisor to discuss the process. Ask.</i>	<input type="checkbox"/>
<i>We will select the consultant who is the best fit for the given project.</i>	<input type="checkbox"/>
<i>During the implementation, deal with the consultant completely openly. That's the only way he can help you.</i>	<input type="checkbox"/>
<i>We recommend our assistance with external audits. You have a strong and argumentative partner in us.</i>	<input type="checkbox"/>
<i>We attach a statement of work to each invoice / in the case of GAP analyzes or training, we require acceptance of our work.</i>	<input type="checkbox"/>



FAQs

Can we have a casual chat and see if you can help us?

Yes, we offer a non-binding introductory meeting. Get to know us better.

Who do we negotiate an offer with and who do we have a contract with?

Please contact the S-cope executive: Veronika Soukupová (v.soukupova@s-cope.cz, +420 603 171 017) about the terms of cooperation, the offer, as well as subsequent offers.

Do you have another question?

We are happy to answer info@s-cope.cz, we are here for you!

Noteworthy

- We are a member of the technical standardization commission TNK 6, which participates in the development of ISO standards.
- We publish Newsletters, shoot educational videos, publish eBooks and books.

You can find everything on the website **www.s-cope.cz**.

