

# Tradesman`s Code

Guidelines for behavior towards customers, employees, business partners, and the public.

It is the `Profi im Handwerk` (Pro-at-Your -Trade) initiative's declared aim to sustain, improve, and – if necessary – to re-establish people's quality of living.

The initiators and members of the `UPTODATE-Offensive®-Handwerk` together with their employees commit themselves to acting in accordance with the conditions of this charta, to adjust the organization of their respective business accordingly, and to make the code the basis of their cooperation with business partners. The distinction `Profi im Handwerk` is subject to special control by the kompetenz[team]handwerk commission

## Commitments

Each member of the UPTODATE-Offensive®-Handwerk

1. is always – during and outside working hours – responsible for the realization of the quality standards of the distinction `Profi im Handwerk`.
2. is bound to meet the obligations and standards linked with that distinction, and to act in a manner that will win and strengthen people's confidence in the distinction and its message.
3. is aware of the fact, that his conduct will reflect on all the other members of the initiative and on its credibility.
4. is held to do his/her job in the best manner possible und to meet the legitimate expectations of his/her customers.
5. is responsible for reaching his/her business objectives in cooperation with suppliers and other business partners and in keeping with his obligations towards the business, society, and the environment.
6. is an active supporter of steady improvement, continuing professional development and of a qualified training for newcomers.
7. is committed to respectful interaction with customers, employees, business partners, and competitors



The trademark `Profi im Handwerk` is a distinction for outstanding performances and reserved exclusively for certified members and signers of the charta.

**UPTODATE-Offensive®**  
for successful management in trade