

TOTAL SERVICE CSIRT Code of Ethics

TOTAL SERVICE CSIRT is a division of TOTAL SERVICE a.s.

All members of the TOTAL SERVICE CSIRT team are bound by a company-wide code of ethics:

1. I will honour and respect the basic values of TOTAL SERVICE a.s., and strive to provide precision services to our customers.
2. I will strive to constantly increase my professionalism for the benefit of the customer and for TOTAL SERVICE a.s.
3. I will actively participate in building the good image of TOTAL SERVICE a.s.
4. I will reject and oppose corrupt behaviour and other forms of conduct that damage the good name of TOTAL SERVICE a.s.
5. My loyalty to customers and to TOTAL SERVICE a.s. is a prerequisite for long-term prosperity.
6. I will tolerate differing opinions and ideas, and seek out the positive elements in them.
7. I will not misuse company property and the organisation's equipment for personal purposes.
8. I will not misuse business information for my own benefit or for the benefit of other people or organisations.
9. I will respect and honour equal opportunities (gender, religion, age, education) and fair cooperation.
10. I will oppose violations of legislation, ethical principles and any form of discrimination.



In carrying out its business activities, i.e. providing security surveillance services and security incident response, TOTAL SERVICE CSIRT also adheres to the following ethical principles.

1. TOTAL SERVICE CSIRT is a member of the TF-CSIRT Trusted Introducer community and seeks to develop cooperation among its members. It makes sure that any questions and suggestions from other members of the community are acted on with due care.
2. TOTAL SERVICE CSIRT and its members respect the legal system of the Czech Republic and directly applicable legal norms of the EU; it fulfills its contractual obligations.
3. When providing services to foreign entities, the team and its members, to the best of their knowledge, will ensure that the legislation of relevant third countries will be respected.
4. As part of its business activities, TOTAL SERVICE CSIRT always accepts the most appropriate possible measures to resolve an identified incident.
5. TOTAL SERVICE CSIRT, proportionate to its operational capabilities, will warn the partner teams of CSIRT and other partner organisations whose operations or activities are likely to be significantly affected by a security event identified by TOTAL SERVICE CSIRT.
6. In carrying out its business activities, TOTAL SERVICE CSIRT will pay attention to exemplary compliance to the generally known rules of safe conduct on the internet.
7. TOTAL SERVICE CSIRT will take care to ensure the confidentiality of information which could harm the interests of individuals, companies or other CSIRT teams.
8. TOTAL SERVICE CSIRT will take care to ensure the secure transfer of sensitive information through the use of such encryption algorithms considered strong enough by the security community.
9. The need-to-know principle will be applied with regard to internal and external communication and access control. The use of information provided will take place in accordance with the Traffic Light Protocol (accessible at the URL <http://www.nukib.cz/cs/infoservis/doporuceni/1593-doporuceni-k-pouzivani-protokolu-tlp-ke-sdileni-chranenych-informaci/>). Information will always be marked with a flag that specifies the conditions for the use of information.
10. TOTAL SERVICE CSIRT cooperates with entities in the security community, especially with other CSIRT teams and suppliers of technical and software resources to expand its knowledge of technical vulnerabilities.

