

OPERATIONAL INTEGRITY

Management and technical staff of the High Impact Solutions Group (HISG) are provided with the resources required to perform their functions safely and have the authority to initiate actions if any departure from the QMS or standards methods has been identified. All staff is responsible for maintaining the integrity of operations.

Staff shall not, under any circumstance:

- Accept remuneration from a third party for performing any work activities
- Falsify results at a customer or colleague's request.

IMPARTIALITY

Structure and Risk Identification

HISG have implemented procedures to ensure the ongoing impartiality to both internal and external customers.

These include the provision of training, availability of documented procedures and work instructions and operating a structured employee/supervision/management hierarchy. Technicians are not remunerated in any way that may influence the results.

Risks to impartiality are assessed regularly via management review, internal audit and routinely during contract review process.

Examples of risks that could influence impartiality are:

- Relationship with manufacturing
- Relationship with other external entities
- Changes in Ownership
- Relationship with financial institutions or investors
- Management or employee relationship with external entities
- Sales/ frame agreement contracts
- Relationship with clients.
- Conflict of interest
- Undue Pressure
- Threats
- Bribery

Any risk to impartiality that is identified shall be assessed by senior management on a case by case basis. Examples of actions taken to eliminate or mitigate the risk may include cessation of work activity, retesting, declining work or implementing additional controls within the operational process. Actions shall be documented via a Non-Conformance and Improvement Report, as necessary, and shall be clearly communicated to applicable personnel.

UNDER PRESSURE

HISG are committed to ensuring that management and technical staff are free from any internal or external pressure that may affect the quality and integrity of their work. If an attempt is made by staff or customers to influence the results of their work, the staff member shall immediately cease the activity and inform their direct Supervisor of the situation as soon as possible. If required, the issue may be escalated to senior managers in order to resolve the situation.

Supervisors/managers shall intervene and discuss the issue with the parties involved after which an assessment shall be made whether to continue with the work. A Non-Conformance and Improvement Report may be raised to document the issue and the controls or actions implemented.

CONFIDENTIALITY

Maintaining confidentiality is a requirement for all HISG personnel including board members, manufacturing personnel, external providers, and any individuals acting on the company's behalf. Information obtained, received, and created during the work process, including information obtained from sources other than the client, is considered confidential.

Customer details, project/job information and all operational records are stored in a secure internal network. Test results associated with the work processes shall remain confidential and shall not be disclosed to a third party without the written consent of the customer. Test results related to the NATA accreditation, shall only be released by authorised personnel (Company Signatories).

The company shall advise the client if any information pertaining to contracts will be released to the public domain. When the company is required by law or authorised by contractual commitments to release confidential information, the client shall, unless prohibited by law, be advised.

In the event of a customer request to witness manufacturing or testing of their products, it is the General Manager's responsibility to ensure that this is done without compromising the confidentiality and proprietary rights of HISG or other customers.

All HISG staff are expected to comply with this policy.

Approved By: Murray McLean; Managing Director, High Impact Solutions Group

Signed: 

Date: 6 July 2021