

Impartiality Policy

The Senior Management Team (SMT) at Scientific Services Limited (SSL) places the utmost importance on the continuing integrity, impartiality and the identification of potential conflicts of interests in provision of services through its management systems, associated procedures and control mechanisms.

SSL encourages all members of staff to report risks and opportunities to which the company is exposed. These risks and opportunities will be reported formally using the Company "Risk and Opportunity" spread sheet which is reviewed on at least a monthly basis by the SMT. All Risks and opportunities will be assessed and if appropriate included on the company's risk register. All relationships and activities which may result in a conflict of interest or pose a threat to impartiality will be managed on the risk register.

All personnel employed by SSL, directly or otherwise, shall sign a legally binding document which forms part of their contract of employment and is directly linked to this policy and the staff handbook before their employment starts. The contractual document prevents any member of staff from disclosing any confidential information and entering into any agreement official or otherwise that may put the company in jeopardy of compromising its position regarding any impartiality matter. The staff hand book lists a number of scenarios where the company's stance on impartiality may be compromised.

Conflict of interest and objectivity shall be addressed in the internal audits of:

- confidentiality and impartiality;
- externally provided goods and services and
- personnel and training.

Major tools and controls used to ensure independence, openness and impartiality include:

- Company Organisational Structure with agreed roles and responsibilities;
- Development, monitoring and auditing of the Company Risk Register;
- Agreed training modules for job roles;
- Job Descriptions and
- Individual Contracts of Employment.

SSL aim to promote confidence in its services to its clients by:

- Maintaining impartiality and openness;
- Employing competent personnel;
- Being responsive to complaints;
- Providing access to relevant information gathered;
- Transparency of processes;
- *Maintaining confidentiality and*
- Development, monitoring and auditing this policy.