



Ethics Policy Statement

Our organisation is fully committed to ensuring the integrity of the Testing and Inspection Services that we provide for our customers.

We commit to always acting in the best interest of our customers and never compromise on their safety.

Results of tests carried out and any personal information obtained are confidential to the Company, the customer and the RSA.

Where a customers' vehicle is the property of a close friend or family member of an inspector that inspector cannot test that vehicle. This is a matter of personal integrity and breaches may result in disciplinary action by the Company.

All procedures are offered and carried out in a non-discriminatory manner and there is no deviation from the published fee structures.

We commit to ensure that the management and personnel of our test centre are free from any undue internal and external commercial, financial and other pressures and influences that may adversely affect the quality of their work in the checking of vehicles.

We carry out tests in the manner as prescribed by the RSA or the NSAI in accordance with the documentation provided by the RSA (Testers Manuals) and NSAI (Type Approval Testers Manuals) and any other advisory bulletins that may be issued from time to time. As such it is the responsibility of the nominated Tester completing the Test to issue the Pass/ Fail Certificate and he/she alone will decide on whether the vehicle should pass or fail. He/she will not be influenced in any case by any person in the management of the Company as to whether a vehicle should pass or fail and will act entirely on his/her own judgement. Testers may not accept a gratuity or any other benefit in kind that might compromise them in carrying out an impartial test and they will not be rewarded in any manner that may require a specific number of tests to be completed during any particular period. Tests will always be carried out in accordance with the procedures laid down; sufficient time will always be made available to conduct the test so that it is carried out to the tester's satisfaction and a result is arrived at as appropriate.

We do not canvas customers in relation to work that needs to be carried out as a result of a fail test. Our Testers job is to test and nothing else. Test Centre Administration may inform customers of and direct customers to the Companies workshop facility if appropriate but we will ensure that the testing business is treated as a separate business. Whether a customer elects to have his vehicle repaired at our company or elsewhere will have no influence on the outcome of the testing procedure.

Test Centre Manager

Date: