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# The Reliability Inspectors Inc. Code of Ethics and Professional Conduct

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## Message from the CEO

*The Reliability Inspectors Inc. (Reliability) intends to be known as a brand of excellence. Affiliates have already agreed to perform their services in accordance with the Code of Ethics and Professional Conduct of their respective certifying authorities. When the company's Affiliates are providing services to our clients, they must first agree to comply with the requirements of the client's quality manual, safety manual, and other protocols, including the client's code of ethics and professional conduct.*

*However, everyone associated or affiliated with The Reliability Inspectors Inc. must also comply with Reliability's Code of Ethics and Professional Conduct. This is to ensure there is one standard that applies to everyone in the company, regardless of where the Affiliates are providing their services. This Code describes the company's ethical values and lists the mandatory rules of behavior required to remain consistent with our brand.*

William (Bill) A.D. MacRitchie



Co-Founder and CEO

## Introduction

Note:

1. In this document the term "Reliability" will be used as an abbreviated form of The Reliability Inspectors Inc.
2. The term "Affiliate" will mean any "Corporate Affiliate" and its principal "Principal", that following gathering of relevant information and initial screening, Reliability has allowed registration to be an approved Affiliate with our company. Reliability has developed a data base whereby Customers can go online and have the convenience of searching that data base to find profiles of inspection and safety professionals holding a broad range of certifications, and, carrying on business through personal service corporations (all approved individuals and their corporate business entities shall hereafter be collectively referred to as "Affiliates").

Ethics is about making the best possible decisions concerning people, resources, and the environment. Ethical choices diminish risk, advance positive results, increase trust, determine long term success, and build reputations. Leadership is dependent on ethical choices.

Values form the basis of decision making and guide our actions.

This Code applies to Reliability's owners and management, its registered Affiliates, and to all those providing services on behalf of Reliability. It is a policy statement that describes the expectations we have of everyone who is associated or affiliated with our company. It articulates the ideals to which we aspire and sets out mandatory standards of professional conduct. It is designed to provide guidance on how problems should be approached and how to make decisions in a way that reflects the core values of our brand.

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This Code is a living document that is subject to change, open to improvement and may be amended, supplemented, or superseded by one or more separate policies.

As a condition to obtaining and maintaining approval to be registered as an Affiliate of The Reliability Inspectors Inc., each Affiliate must first commit to abide by this Code of Ethics and Professional Conduct.

If there is a conflict between a standard in Reliability's Code, and a standard in a client's Code, the more stringent requirement will apply. If a client's Code of Ethics and Professional Conduct is more stringent than Reliability's, the more stringent requirement will be brought to the attention of company management and its Ethics and Professional Conduct Committee, and assessed to determine if this Code requires amendments to improve it.

If any part of this code conflicts with local laws or regulations, only those sections of this code permitted by applicable laws and regulations will apply. Any policies that are specifically applicable to your jurisdiction will take precedence to the extent they conflict with this Code. However, whenever a law or regulation appears to conflict with this Code, the conflict is to be drawn to the attention of Reliability and evaluated by the company's management, and the Code of Ethics and Professional conduct committee. If, in the judgement of the company, the conflict is of such a nature as to violate our core values, the company will withdraw from its relationship with the client.

## **These are the Values and Mandatory Rules that Support this Code**

**1. Responsibility** - Responsibility is our duty to take ownership for the decisions we make or fail to make, the actions we take or fail to take, and the consequences that result. We make decisions, and take actions, based on the best interests of society, public safety, and the environment. We accept only those assignments that are consistent with our background, experience, skills, and qualifications. When we make errors or omissions, we take ownership and promptly make corrections. When we discover errors or omissions caused by others, we communicate them to the appropriate body as soon as they are discovered. We accept accountability for any issues resulting from our errors or omissions and any resulting consequences.

Reliability requires the following of ourselves and of our Affiliates:

1. We inform ourselves, and comply with the policies, rules, regulations, and laws that govern our activities, where we do business.
2. We act lawfully, honestly, ethically and in the best interest of the company and in the best interest of our customers.
3. We report unethical or illegal conduct to management, Reliability's Code of Ethics and Professional Conduct committee, and, if necessary, to those affected by the conduct. We may also inform our legal counsel.
4. We provide accurate information in a timely manner. We take appropriate steps to ensure that the information we are basing our decisions upon or providing to others is accurate, reliable, and timely. This includes having to share bad news even when it may not be appreciated when received. Also, when outcomes are negative, we avoid burying

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information or shifting blame to others. When outcomes are positive, we avoid taking credit for the achievements of others. These provisions reinforce our commitment to be both honest and responsible.

5. We make commitments and promises, implied or explicit, in good faith.
6. We create an environment in which others feel safe to tell the truth.
7. We promote the interests of Reliability when the opportunity to do so arises.

**2. Respect** - Respect is our duty to show a high regard for ourselves, others, and the resources entrusted to us. We avoid engaging in behaviors others might consider disrespectful. We conduct ourselves in a professional manner. We also have a duty to confront others who engage in disrespectful behavior and make them aware of their disrespectful conduct.

Reliability requires the following of ourselves and of our affiliates:

1. We negotiate in good faith.
2. We do not exercise the power of our expertise or position to influence the decisions or actions of others, to benefit personally, at their expense.
3. We have a zero-tolerance policy for offensive or abusive behavior, harassment, intimidation, attempted intimidation and retaliation against a customer, customer's employees, other parties supplying services to the customer, or against another Affiliate or management person in our company.
4. We respect the property rights of others.

**3. Fairness** - Fairness is our duty to make decisions and act impartially and objectively. Our conduct must be free from competing self-interest, prejudice, and favoritism

Reliability requires the following of ourselves, and of our Affiliates:

1. We do not discriminate against others based on, but not limited to, gender, race, age, religion, disability, nationality, or sexual orientation.
2. We apply the rules of the organization (those of Reliability or those of the customer) without favoritism or prejudice.

**4. Honesty**- Honesty is our duty to understand the truth and act in a truthful manner both in our communications and in our conduct. We are truthful in our communications and in our conduct. We make commitments and promises, implied or explicit, in good faith. We strive to create an environment in which others feel safe to tell the truth.

Reliability requires the following of ourselves and of our Affiliates:

1. Do not engage in or condone behavior that is designed to deceive others.
2. Represent our qualifications accurately.
3. Do not engage in dishonest behavior with the intention of personal gain or at the expense of another.
4. Cooperate, and be honest and forthcoming when being audited on an activity or service you provided to the client.

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**5. Competence** - Competence is the ability to perform a task or function or role up to a set of prescribed standards.

Reliability requires the following of ourselves and of our Affiliates:

1. Recognize their professional limitations and perform only those services that may be handled competently based on one's training and experience.
2. Ensure persons working under their authority or supervision are competent to carry out the tasks assigned to them.
3. Avoid circumstances where compromise of personal conduct may arise.

**6. Working Safely**- Nothing is more important to this company than ensuring that management, its registered Affiliates, and to all those providing services on behalf of Reliability, are fully committed to a culture of working safely, provided a safe work environment and have all the required training to work safely. The business model of this company is to supply certified professional Affiliates to provide their services in accordance with the Client's safety and quality manuals and other protocols. Reliability's clients are contractually required to ensure that our Affiliates have been given the time and training to be fully familiar with the customer's safety manual and all related safety policies. They are required to ensure that our Affiliates are provided a safe work environment. However, that in no way diminishes the requirement of anyone in this company to be fully committed to working safely and working in a safe work environment.

Reliability requires the following of ourselves and of our Affiliates:

1. Never undertake any activity in which he or she feels is not safe.
2. Be fully committed to working in a safe working environment.
3. Be fully aware of and comply with the requirements of all applicable safety policies, laws, and the client's safety manual and safety protocols.
4. Be fully committed to eliminating all accidents, eliminating injuries and job-related illnesses, and addressing all safety risks.
5. Protect and promote the safety and health of people, property, and the environment above any consideration of self-interest.
6. Never tolerate others who do not pay attention and take safety standards seriously.
7. Stop work immediately if you identify a safety hazard that needs to be addressed.
8. Stay alert to what is going on around you.
9. Be knowledgeable about your emergency response plan, the locations of emergency exits, emergency meeting points, muster points, emergency equipment you are trained and permitted to use, emergency radio channels and emergency phone numbers.
10. Always do a field level risk assessment whenever you first start your task and do it again if you have left the site for some reason and then returned. Check to see if anything has changed since the last time you were there.
11. Complete all required safety training and keep all safety training and certificates up to date.
12. Report to your supervisor all unsafe conditions, personal injuries, damaged property, or equipment.

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13. Do not perform a service or operate equipment, machinery or tools without proper training or certifications.
14. Do not ignore health, safety, security, or environmental risks.
15. Do not tolerate violence, threats, or sabotage.
16. Do not work while fatigued or under the influence of alcohol, performance impairing medications or illegal drugs.
17. Do not carry unauthorized weapons on our property or on the customer's property.
18. If an Affiliate believes that a client is not fully supporting a program that supports working safely and a safe working environment, and if after discussing the concern with the customer, the customer has not remedied the concern to the satisfaction of that Affiliate, he or she should immediately withdraw their services and report the issue to Reliability. If, after careful review and consideration, Reliability agrees that the customer is not adhering to a full commitment to a safe working environment, Reliability will withdraw all services from the client.

**7. Protection of the Environment-** Reliability believes that practicing good stewardship of our environment and complying with all relevant environmental laws and regulations is in alignment with our aspiration of our services being measured against and meeting the highest standard of ethical business conduct.

Reliability requires the following of ourselves and of our Affiliates:

1. Treat the natural environment where you are working with respect.
2. Do all we can to minimize our environmental imprint wherever we provide our services.
3. Comply with all regulations, policies and procedures related to labeling, storage, treatment, and disposal of waste.
4. Maintain all required licenses and conform to all the requirements thereof.
5. Maintain all required environmental documentation.
6. Endeavor to reduce waste and energy use.
7. Recycle as much as we can.

**8. Avoiding Conflict of Interest** – A conflict of interest is any relationship or activity that could potentially compromise the fairness or objectivity in decision making. A conflict of interest occurs when we can influence decisions, or other outcomes on behalf of one party, when such decisions or outcomes could affect one or more other parties with which we have competing loyalties. Reliability treats the appearance of a conflict of interest as a conflict of interest.

Reliability requires the following of ourselves and of our Affiliates:

1. Never use Reliability's or the client's property, equipment, or information for personal gain, or personally take for yourself, any opportunity that is discovered through providing services under Reliability's brand.
2. Never initiate an action, participate in an activity, or engage in relationships that undermine our company, or a customer's company, when providing services on their behalf.

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3. Fully disclose any potential or real conflicts of interest to the appropriate stakeholders.
4. When we realize that we have a real or potential conflict of interest, we refrain from engaging in the decision-making process or otherwise attempting to influence outcomes until or unless we have made full disclosure to the affected stakeholders. A mitigation plan must be approved, and the consent of the stakeholders must be obtained to proceed.
5. Whenever a certain activity, transaction, relationship, or decision could be, or could be perceived, as a conflict of interest, you must first seek advice from management, and/or the management of a client for whom you are providing services.

**9. Protection of Personal Information-** Your privacy is important. Reliability is committed to maintaining and exceeding industry standards to protect private information. Our company respects the privacy of every individual who visits our website or responds to our digital communications. Our Privacy Policy outlines the information collected when you visit our website or respond to our digital communications, and how we use that information.

You have the right to have the personal information you have provided to us withdrawn. Our Privacy Policy states “An Affiliate will be given the opportunity with each email communication RELIABILITY sends, for updates and additional marketing information, for removal from registration and our email contact list. RELIABILITY will take reasonable attempts to remove requested email addresses from our files. Upon receiving notice that an Affiliate consent has been revoked, RELIABILITY will stop using personal information within a reasonable time, which will vary depending on the nature and purpose of the information collected and we will send an email confirmation.”

Reliability abides by and requires of our fellow associates and Affiliates:

1. Keep any private and personal information they might find while providing their services safe and secure This includes the personal private information of the client and the client’s associates, and all other contractors and subcontractors an Affiliate might come across while providing his or her services.
2. Use personal information only for legitimate reasons necessary to do your work.
3. Handle the personal information to which you have been entrusted with care, protect it, and follow the client’s policies in the way you use it.
4. Follow the privacy laws and regulations of the Jurisdictions that apply where you are doing your work.
5. Report any personal information being used in a way that is not in accordance with our Code and policies to Reliability’s management immediately.

**10. Protection of Proprietary Information and Intellectual Property-** Proprietary information means information that is the property of Reliability or that of its clients; is not intended to be shared with the public; and has restrictions as to whom access can be permitted. It includes pricing and cost information, client information, information that allows access to corporate systems, intellectual property, business plans, contracts between our clients and their suppliers, contracts between our clients and their customers, to name just a few of the items that fall under this category. Intellectual property includes trade secrets, copyrights, patents, and other sensitive

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information. Intellectual property and proprietary information are assets of the companies that own them and often hold considerable financial value. It is information that may allow a business to have a competitive advantage over its competition. For these reasons it is critical to protect it, keep it private, not share it with others and only use it for the purpose its owners intended. If a client has trusted you to have proprietary information, guard it and treat it as if it belongs to you.

Reliability requires the following of ourselves, and of our Affiliates:

1. Do not share the proprietary information or intellectual property of Reliability, or that of Reliability's clients with anyone other than those who have been authorized and require it to provide the service requested by the owner of that proprietary information or intellectual property.
2. If an Affiliate is providing a service to a client, make sure the client has specified contractually, which proprietary or intellectual information, if any, the Affiliate or Associate can have access. The permission from a customer should also specify how the information should be labeled, distributed, and destroyed.
3. If, as an Affiliate providing services to a client, the Affiliate is overseeing the activities of a contractor who needs to have access to proprietary information, or intellectual content, the Affiliate shall not allow access, unless the contractor has signed a contract with the customer that allows them to have access or use that proprietary information or intellectual content for the purposes intended by the owner of that content.
4. Always be careful to make sure unauthorized people do not overhear you talking about proprietary or intellectual information. Make sure they cannot see your computer screen when that information is on display, and that you log out your computer or shut it down when you are away from it. Do not discuss these matters on your cell phone when you are in a space where your conversation can be overheard.

**11. Offering or Accepting Business Courtesies** – Business courtesies such as promotional gifts, entertainment and business meals are an acceptable way to build business relationships. However, it is important to be mindful of this company's core value of doing business in such a way as to be favorably measured against the highest standard of ethical business conduct. We must always be careful to make sure that when giving or receiving these types of business courtesies, that they are legal, and in conformance with the policies of the provider's organization as well as the recipient's organization.

Reliability requires the following of ourselves and of our Affiliates:

1. Never accept any courtesy that might influence a business decision that is, or appears to be, against the best interest of Reliability, or of the customers to whom the Affiliate is providing services. Whenever you are not sure, consult with Reliability's and/or the customer's management.
2. A business courtesy must never be a gift of cash given or cash received.
3. Never offer a courtesy to influence a business decision of a client or potential client.
4. Record any business courtesy expenses and submit the receipts to management for reimbursement.

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5. Obtain prior approval from management when planning to offer business courtesies and keep the cost of them within pre-approved, modest limits.
6. Offering business courtesies to government employees or public officials or parties acting on behalf of the government is subject to legal restrictions. Never offer a business courtesy to a government employee or government. This does not apply to personal political contributions.
7. Business courtesies should not involve the families of the provider of the courtesy unless they have been approved by Reliability.
8. Notify management whenever we receive a gift from a prospective customer, a client or one of our client's vendors.
9. Never offer or accept any business courtesy that could damage the reputation of yourself or harm Reliability's or the customer's reputation.

**12. Public Relations and Communications-** It is important that any information attributable to The Reliability Inspectors Inc. comes from one clear source that is clear, accurate and consistent. When issuing public statements on behalf of the Company, only those persons specifically authorized do so by Reliability are permitted to make communications to the media, regulators, financial analyst communities and to the public.

Reliability requires the following of ourselves and of our Affiliates:

1. If you receive inquiries from media, regulators, investors, or financial analysts, provide no information and refer the inquiry to Reliability's and or the client's management.
2. When using social media, be careful when you post anything that has to do with your relationship to Reliability or its clients. What you post might affect Reliability or its clients. Do not post images of a client's projects or facilities without written permission from their legal department or their public relations division.
3. Do not post any confidential, personal, financial, or proprietary information of Reliability, or of its clients, on social media.
4. If you see a post or claim online regarding Reliability or one of its clients, and you think it is incorrect, do not respond to it. Do bring it to the attention of Reliability's management and let them respond if they choose to do so.

**13. Use of Company Assets and Resources-** Reliability's company assets include a minimal amount of physical assets, its data base and intellectual property. Affiliates will be providing their services as if they were an employee of the customer, and will be using the client's vehicles, equipment, and sometimes will be given access to proprietary information and intellectual property which are assets that are owned by the client. Therefore, when an Affiliate is providing services to a customer through Reliability, the Affiliates are responsible for treating Reliability's, or the client's assets, as if they were their own personal property. Those customer assets include, but are not limited to the client's facilities, equipment, vehicles, materials, reports, records, files, manuals, procedures, credit cards, gas cards, telephones, tablets, and computers.

Reliability requires the following of ourselves and of our Affiliates:

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1. Use company assets, and/or those provided to them by the client, only for business specifically related to the services being provided to the client.
2. Document and report any equipment that requires maintenance or repair to the client, or to Reliability, as applicable.
3. Follow all the client's protocols and policies.
4. When using the Affiliate's or the client's computers, stay current on all required training that is intended to protect the customer's programs and networks from malicious attacks and access by others not authorized to have access to those programs and systems.
5. Keep the office, computer, and equipment that you are using to provide services to the client secure by locking them, or shutting them down completely, when you are away from them.

**14. Financial Record Keeping-** All of Reliability's accounts, banking records and financial statements must be kept up to date, be detailed in such a manner to accurately show the transactions and matters to which they relate, and must conform to all applicable legal requirements. All of Reliability's approved Affiliates provide their services operating through personal service corporations, and therefore, are required to do the same.

Reliability requires the following of ourselves, our fellow Affiliates:

1. Honestly and accurately record all financial transactions relating to the business of the Reliability Inspectors Inc.
2. Bill clients and Reliability fairly, honestly, and as agreed within the terms of the contract.
3. Never invoice a client, or Reliability, for any expense that was not previously agreed to in writing, by the client, or Reliability, prior to incurring that expense.

**15. Teamwork and Ensuring Compliance with this Code-** Reliability knows that it cannot succeed in business unless it takes a team approach, fostering an atmosphere where anyone on the team will feel comfortable asking questions, expressing their concerns, and providing suggestions when they feel it will make the business stronger. It is the responsibility of every member of Reliability's team to comply with the rules and with the spirit of this Code. When a member of our team believes that another team member is in violation of this Code, they must report the violation to Reliability's management, and to the Code of Ethics and Professional Conduct committee.

Reliability requires the following of ourselves and of our Affiliates:

1. Know and follow this Code.
2. Also know and follow the client's Code of Ethics and Professional Conduct and if there is a conflict the more stringent requirement will apply.
3. If a client's Code of Ethics and Professional Conduct has a requirement more stringent than that of Reliability, the more stringent requirement will be brought to the attention of Reliability's management and to its Code committee for consideration of a revision or addition to the Code.
4. Lead by example.

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5. Complete all required ethics and professional conduct training
6. Never ask someone to do something you would not feel comfortable doing yourself.
7. File ethics and professional conduct complaints only when you know all the facts, and those facts can be substantiated.
8. Complaints shall be filed promptly with Reliability's management and with Reliability's Code of Ethics and Professional Conduct Committee.
9. Abstain from accusing others of ethical misconduct when you do not have all the facts. Further, we pursue disciplinary action against individuals who knowingly make false allegations against others.
10. If you are not sure if your concern is a Code violation, and only if you are comfortable doing so, discretely discuss your concern with your immediate supervisor. Otherwise, immediately bring your concern to the attention of Reliability's management and the Ethics and Professional Conduct Committee.
11. Cooperate and be honest and forthcoming when responding to an investigation into a violation of the Code complaint and the collection of related information whether you a complainant or a respondent.

**16. Code Administration and Compliance-** Compliance with this Code's values and standards is fundamental to the company's success. It is not a collection of platitudes; it is the heart and soul of the company. Reliability's Code of Ethics and Professional Conduct committee will be responsible for the comprehensive investigation of any questionable or unethical behavior. The committee will consist of Reliability's management, at least two Affiliates and if necessary, a member of Reliability's legal counsel. A majority vote by members of the committee is required to confirm that the complaint constitutes a violation of the Code. The makeup of the committee will evolve as the number of approved Affiliates increases to ensure the Affiliates are fairly represented. If the committee finds that the complaint is valid, disciplinary action will follow. Reliability management will receive the advice of the committee, but ultimately, the final decision the nature of the disciplinary action will be the responsibility of management. That disciplinary action will range from mandatory counseling to being delisted from the registry of approved Affiliates, and withdrawal of the Affiliate's services to the client.

**17. No Toleration of Retaliation-** Reliability encourages anyone who, in good faith observes an Affiliate or Associate of Reliability doing anything that they believe is unethical or illegal, to report it to Reliability's management or to its Ethics and Professional Conduct committee. Even if that Affiliate feels the accusation is not justified or accurate, he or she shall not threaten, or in any way retaliate, against the person who made the complaint. If Reliability learns that an Affiliate has engaged in such an act of retaliation, it will be investigated by the Ethics and Professional Conduct committee and if necessary, our legal firm will be consulted. If it is determined that the person did, in fact, engage in retaliatory conduct, that person will have their registration as an approved Affiliate withdrawn, their services will be withdrawn from the customer, and they will no longer be an Affiliate of this company.