

KVASIR GROUP LTD

CORPORATE RESPONSIBILITY AND CODES OF PRACTICE 2022

Health & Safety

We continually strive and are committed to ensuring that our activities are carried out safely and in compliance with our customers expectations. This is not just with regard to our own workforce and property but also to other personnel who may be working in close proximity and/or who may be affected by our actions.

Confidentiality

We are committed to maintaining the highest degree of integrity in all our dealings with potential, current and past clients, both in terms of normal commercial confidentiality, and the protection of all personal information received in the course of providing the business services concerned. We extend the same standards to all our customers, suppliers and associates.

Ethics

We always conduct our own services honestly and honourably, and expect our clients and suppliers to do the same. Our advice, strategic assistance and the methods imparted through our training, take proper account of ethical considerations, together with the protection and enhancement of the moral position of our customers and suppliers.

Duty of Care

Our actions and advice will always conform to applicable standards, regulations and relevant law. We believe that all businesses and organizations, including Kvasir Group, should avoid causing any adverse effect on the human rights of people in the organizations we deal with, the local and wider environments, and the well-being of society at large.

Conflict of Interest

When dealing with various customers, who operate in similar fields of business or are competitors, any and all information relating to such customers will remain confidential and will not be discussed, divulged or relayed between said customers in any shape or form. We will provide quotations for all work to all customers based on our standard rates/charges which will not be varied from customer to customer.

Contracts

Our contract will usually be in the form of a detailed proposal, including aims, activities, costs, timescales and deliverables. The quality of our service and the value of our support provide the only true basis for continuity. We always try to meet our clients' contractual requirements, and particularly for situations where an external funding provider requires more official parameters and controls.

Fees

Our fees are always competitive for what we provide, which is high quality, tailored, specialised service. As such we do not generally offer arbitrary discounts; generally a reduction in price is only enabled by reducing the level or extent of services to be delivered. That said, we always try to propose solutions which accommodate our clients' available budgets and timescales. Wherever possible we agree our fees and basis of charges clearly in advance, so that we and our clients can plan reliably for what lies ahead, and how it is to be achieved and financially justified.

Payment

We aim to be as flexible as possible in the way that our services are charged. We make no attempt to charge interest on late payments, so we expect payments to be made when agreed. Our terms are generally net monthly in arrears unless previously agreed otherwise.

Intellectual property and moral rights

We retain the moral rights in, and ownership of, all intellectual property that we create unless agreed otherwise in advance with our customers. In return we respect the moral and intellectual copyright vested in our customer's intellectual property.

Quality Management System

We maintain the quality in everything we do through constant ongoing reviews of our aims, activities, outcomes and the cost-effectiveness of every activity. Kvasir Group has been accredited to the ISO 9001:2015 quality standard by BSI.

Professional conduct

We conduct all of our activities professionally and with integrity. We take great care to be completely objective in our judgement and any recommendations that we give, so that issues are never influenced by anything other than the best and proper interests of our customers.

Equality and discrimination

We always strive to be fair and objective in our advice and actions, and we are never influenced in our decisions, actions or recommendations by issues of gender, race, creed, colour, age or personal disability.

On Behalf of Kvasir Group Ltd

A handwritten signature in blue ink, appearing to read 'John Clark', with a large, stylized initial 'J' and 'C'.

Mr John Clark
Managing Director